

Public Document Pack

Date: 10 April 2019

To: MEMBERS OF THE SOUTH YORKSHIRE
LOCAL PENSION BOARD



**SOUTH YORKSHIRE
LOCAL PENSION BOARD**

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Barnsley
South Yorkshire
S70 2HG

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This matter is being dealt with by: Gill Richards

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Dear Member


SOUTH YORKSHIRE LOCAL PENSION BOARD

Thursday 18 April 2019

A meeting of the South Yorkshire Local Pension Board will be held at 10.00 am on Thursday 18th April, 2019 in The Boardroom, Town Hall, Barnsley, S70 2TA, Town Hall, Barnsley, S70 2TA.

The agenda is attached.

Yours sincerely



D Terris
Clerk

Encs

Distribution: Nicola Doolan, Rob Fennessy, Cllr Phillip Lofts, Kevin Morgan, Nicola Simpson Jill Thompson (Chair) and Garry Warwick.

Terms of Reference

1. Compliance and Control

- 1.1 To review administrative governance and risk management processes and procedures in order to ensure they remain compliant with the Regulations and regulators Code of Practice.
- 1.2 To assist with the development and review the implementation of the Authority's various policy documents and procedures.
- 1.3 To review the actions taken in response from internal and external review agencies (such as Internal and External Audit and the Pensions Ombudsman).

2. Administration

- 2.1 To monitor and review the performance of the Scheme administration from the scheme members' and employers' perspective including making any recommendations for changes to the Pensions Administration Strategy.
- 2.2 Assess the quality of service provided by the Pensions Administration Service and identify any areas for improvement.

3. Communications

- 3.1 To monitor and make recommendations as appropriate on the means and content of communication with scheme members and employers.
- 3.2 To produce an Annual Report upon the Board's activities to be submitted to the Pensions Authority.

4. Budget

- 4.1 To agree an annual budget for the operation of the Local Pension Board and submit it to the Authority for approval.

5. Reporting

- 5.1 To make such recommendations to the Authority with regard to the matters set out in these Terms of Reference as it sees fit.

SOUTH YORKSHIRE LOCAL PENSION BOARD

**THURSDAY 18 APRIL 2019 AT 10.00 AM IN THE BOARDROOM, TOWN HALL,
BARNSELY, S70 2TA**

AGENDA

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SOUTH YORKSHIRE PENSIONS AUTHORITY

LOCAL PENSION BOARD

17 JANUARY 2019

PRESENT: J Thompson (Employer, Action Housing) (Chair)

N Gregory (Academy Representative), N Doolan-Hamer (Unison), P Lofts (Employer BMBC), K Morgan (Unite), S Ross (Scheme Member) and G Warwick (GMB)

Officers: J Bailey (Head of Pensions Administration), G Graham (Fund Director) and G Richards (Senior Democratic Services Officer)

Apologies for absence were received from M McCarthy

1 WELCOME AND APOLOGIES

The Chair welcomed everyone to the meeting. Apologies were noted as above.

2 DECLARATIONS OF INTEREST

None.

3 ANNOUNCEMENTS

The Chair put on record the Board's thanks to Geoff Berrett for his contribution to the Board's work and wished him well for his retirement.

4 MINUTES OF THE MEETING HELD ON 4 OCTOBER 2018

In answer to a question from the Chair, the Head of Pensions Administration informed the Board that 99.2% of members had received their Annual Benefit Statements on time. As only 0.8% had received theirs after the deadline, this was not classed as a material breach and therefore it was not a requirement to report formally to the Pensions Regulator. It had however been reported informally to the Customer Relationship team and had been passed on to the case work team who advised no further action was required.

RESOLVED: That the minutes of the Board meeting held on 4 October 2018 be agreed as a correct record.

5 WORK PROGRAMME

The Board considered its Work Programme.

Members noted that the Data Quality report would be submitted every six months for the Board to consider.

A comprehensive Employer Survey had been issued, the deadline for which was the following week. A report detailing the outcome of this survey would be brought to the March meeting of the Board.

Members were informed that the Authority had approved the 2019/20 meeting schedule at its meeting earlier in the day. The schedule would be circulated to Local Pension Board members after the meeting.

RESLVED: That the Work Programme be noted.

6 LOCAL PENSION BOARD EXPENDITURE MONITORING

Members were presented with the Board's expenditure to 16 January 2019.

RESOLVED: That the budgetary position be noted.

7 DATA QUALITY AND IMPROVEMENT

A report was submitted to update the Board on the initial measurement of data quality provided to the Pensions Regulator and set out a draft Data Quality Improvement Plan.

Members were informed that the Pensions Regulator's Code of Practice 14 stated that *"Schemes should continually review their data and carry out a data review exercise at least annually. This should include an assessment of the accuracy and completeness of the member information held."*

The in-house IT team at SYPA had developed a Data Analysis and Reporting Tool (DART) many years ago to analyse the data held on the pensions administration database and identify areas for improvement.

Until now, the DART tool had been used to run a series of validation reports but over the next few months would be developed further to enable SYPA to accurately measure specific data fields on an ongoing basis. This would provide the basis for calculating on overall data quality score.

Members were reminded that in 2018/19 LGPS funds were for the first time required to report to the Pensions Regulator on the quality of common and conditional (scheme specific) data in the submission of the annual Scheme Return.

SYPA had measured its common and conditional data using a combination of DART reports and existing guidance. The scores submitted for 2018/19 were:

Common data	96%
Conditional data	87%

Members noted that although the measurement of conditional data was subjective and no comparative statistics had been published, informal discussions amongst funds suggested that SYPA scores were comparable with other LGPS funds.

The proposed Data Quality Improvement Plan was attached at Appendix A to the report.

Section 1 of the Plan focussed on common data. The largest issue in this area was the lack of a current address details for deferred members. The Regulator's Code of Practice states that where schemes have failed to make contact with members they should carry out a tracing exercise to locate the members.

SYPA would look to engage with other funds in carrying out any address tracing exercise with a view to cutting costs.

Section 2 of the Plan focussed on Conditional Data and it was noted that most of the cleansing would have to be carried out through manual intervention. This would be scheduled over a reasonable time frame to incorporate within existing resources.

Section 3 identified a number of areas that required improvement and development to improve the overall quality of the data. It was anticipated that this section would be further developed over time.

It was noted that inaccurate data could impact the actuarial valuation and in some areas have a potential impact on members. It was agreed to update the Plan to indicate those errors which could have an impact on members benefits.

RESOLVED: That the report be noted.

**8 BORDER TO COAST PENSIONS PARTNERSHIP JOINT COMMITTEE -
SCHEME MEMBER REPRESENTATION**

A report was submitted to make the Board aware of the arrangements agreed by the Border to Coast Joint Committee in order to secure scheme member representation on that Committee.

Members were informed that Border to Coast's Joint Committee had, in line with guidance issued by the Scheme Advisory Board, agreed to the inclusion of a scheme member representative as an observer on the Committee.

The Joint Committee wished to draw this observer from amongst the scheme member representatives on the 12 Local Pension Boards. A request had been received for a maximum of one nomination from each Local Pension Board to be provided by the end of January. Should there be more than one nomination an election would be held using the Single Transferable Vote mechanism. It was required that nominations be agreed by each Board's scheme member representatives and that one of those representatives should be nominated to cast the Fund's vote should an election be required.

Arrangements had been made for the Chair to facilitate a meeting at the conclusion of the meeting in order to consider whether South Yorkshire should nominate an individual and to agree arrangement for casting the Fund's should that be required.

Garry Warwick expressed extreme disappointment at Border to Coast's refusal to acknowledge the importance of Trades Union representation on Joint Committees. Although he would participate in the process he totally disagreed with what Border to Coast proposed and would be looking into the possibility of making a formal complaint to the Scheme Advisory Board.

The Chair requested that he kept the Board informed of any developments.

The Fund Director would invite the Chair of the Joint Committee to the next meeting of the Authority to answer any questions members may have.

RESOLVED: That the report be noted.

9 ADMINISTRATION AND EMPLOYER PERFORMANCE

A report was considered which updated the Board on administration issues for the period 1 July 2018 to 30 September 2018.

J Bailey acknowledged that the figures were slightly out of date due to the timing of meetings but informed the Board that this would be rectified during the coming year.

Members noted that the overall performance level was down from the previous quarter but this had been expected due to the requirement to process all the Year End returns in preparation for the issue of Annual Benefit Statements.

The report contained a table which showed the casework areas broken down by subject type. For comparison purposes the equivalent figures for 2017-18 were also shown.

The Head of Pensions Administration had carried out a piece of work to survey members on target days to ensure they were appropriate and aligned with scheme member expectations and would be recommending an updated set of targets to the Authority.

The Board noted that Employers performance had improved overall whilst acknowledging there was still room for further improvement.

With regard to Monthly Data Collection (MDC), some of the earlier submission issues, with Capita in particular, had been resolved following SYPA intervention and all monthly returns had now been received satisfactorily for April, May and June.

Now that MDC had been embedded as business as usual officers were working to develop the process to enable the monthly files to drive the collection of contributions by direct debit to achieve a more integrated outcome by removing the requirement for separate reconciliations. Consultation with employers would commence in the near future.

The report contained an update on the GMP reconciliation exercise. ITM had submitted the final batch of reconciliation queries to HMRC by the deadline of 31 October 2018. Appendix A to the report showed the latest project update from ITM as at December 2018.

RESOLVED: That the report be noted.

10 REVIEW OF BREACHES, COMPLAINTS AND COMPLIMENTS

A report was submitted which updated the Board on the latest record of reported breaches and provided details of the complaints reporting for Quarter 2.

As requested at the Board's last meeting additional information had been included on:

- Whether a breach had been specifically reported to the Data Protection Officer (DPO).
- Whether any wider process changes/improvement actions were identified as a result of the breach.

Members noted there had been three breaches during the period, none of which had been reported to the DPO.

There had been four complaints during the Quarter, two of which were out of the Authority's control.

RESOLVED: That the report be noted.

11 ANY OTHER BUSINESS

The Chair informed the Board that, due to a change in circumstances, she was unable to continue to Chair the Board as an Employer representative.

Arrangements for a temporary Chair to handle the next meeting were agreed.

Sue Ross also announced that she was standing down as Vice-Chair due to increased work commitments. This post would be filled at the Board's Annual Meeting in July.

Officers would begin the recruitment to the vacancies on the Board and would also look at options for the position of Chair, including the employment of an independent Chair and bring an options report to the next meeting of the Board. This would allow the Board to make recommendations to the Authority.

CHAIR

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SOUTH YORKSHIRE PENSIONS AUTHORITY
LOCAL PENSION BOARD EXPENDITURE TO 04/03/19

Agenda Item 5

	ORIGINAL OUTTURN	REVISED OUTTURN	ACTUAL OUTTURN	2018-19 VARIANCE	Note
LOCAL PENSION BOARD					
Travel, Accommodation and Subsistence	3,500	1,000	189	811	1
Training/Conferences	8,000	6,000	2,653	3,347	1
Professional Advice/Other	3,500	3,000	1,222	1,778	2
	15,000	10,000	4,064	5,936	

1. Expenditure has been minimal against this budget as the Local Pension Board has only incurred travel expense claims, subsistence and training expenses at 04 March 2019

2. Professional Indemnity Insurance expenditure plus LPB meeting costs.

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Agenda Item 6

PENSIONS AUTHORITY MEETINGS 2019/20

Pensions Authority	Audit Committee	Authority Seminars	Local Pension Board	Staffing, Appts & Appeals Committee
		2019		
13 June (Annual)				
				27 June
		11 July		
	18 July			
			25 July	
12 September				
	24 October			
			24 October	
		31 October		
14 November				
			11 December	
		12 December		
		2020		
23 January				
			13 February	
	5 March			
19 March				

New Member Induction – 6 June 2019

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SOUTH YORKSHIRE PENSIONS AUTHORITY

LOCAL PENSION BOARD

14 March 2019

Report of the Head of Pensions Administration

REVIEW OF PENSIONS ADMINISTRATION

1) Purpose of the Report

To update Members on administration issues for the period 1 October 2018 to 31 December 2018 (Quarter Three).

2) Recommendations

Members are recommended to consider the contents of the report with a view to commenting on performance and indicating any areas that they may wish to receive further information on in future reports.

3) Staff Changes

- 3.1 There were a couple of senior staff departures in Quarter Three. The Technical Team Manager resigned his post and left the Authority on 16 November. The UPM (Civica) Systems Manager also resigned and left employment on 30 November. Both managers were long standing members of staff and left for personal reasons – not for promotional opportunities elsewhere.
- 3.2 Both posts have been replaced internally on a temporary acting up basis until at least 31 March 2019 (though likely to be extended) pending a wider review of all administration teams. An informal consultation is currently underway with both the existing members of the Technical and Systems teams (as well as the IT team) and the unions to determine the future shape and roles of these specific teams following the resignations of both managers.
- 3.3 The departure of such experienced and skilled managers is clearly a loss to the Authority but, to date, the impact on performance has not been material. One of the issues emerging from these resignations was that these managers were on short notice periods not commensurate with their seniority and this issue is now being addressed for existing staff at a similar level through consultation with staff and unions.
- 3.4 One other departure during Quarter Three was the resignation of a junior inexperienced pensions officer (part-time) following a short illness. This post is not being directly replaced but the funding will contribute towards the recruitment of two new apprentices following the successful progression of our existing apprentice.

4) **Administration Team Performance**

- 5.1 Under the standard reporting protocol the casework performance of the Administration team for Quarter 3 was as follows:

Work Category	Number completed	In Time	Performance
Priority	1,302	1,225	94%
Non-Priority	17,815	14,081	79%
Overall	19,117	15,306	80%

- 5.2 The overall performance level of 80% is a slight 1% drop from Quarter Two but this was inevitable because of the commencement of the aggregation project (see later section) which has drawn resources directly away from the main Member Services team responsible for case load processing.
- 5.3 As mentioned previously, the overall performance level of casework completed, however, does not provide a detailed picture of the type of work that is being completed and how successfully. For this reason, we have reviewed the casework areas covered by our Customer Charter and set out a summary of performance against these areas.
- 5.4 The table below shows the casework areas broken down by subject type according to our charter. Priority areas are deaths and retirements. For comparison purposes the equivalent figures for 2017-18 are also shown.

Case Type	Target Days	Numbers Completed	Numbers In Time	Q3 Performance	Performance 2017-18
PRIORITY CASES					
Formal Complaint	3	6	3	50%	89%
Pensioner Death	4	351	332	95%	81%
Deferred Pensioner Death	4	14	11	79%	34%
In Service Death	4	12	8	67%	22%
Retirements	5	914	819	95%	87%
NON PRIORITY CASES					
Divorce Cases	5	53	43	81%	71%
Transfer Out	5	79	42	53%	44%
General Enquiry	5	830	709	85%	91%
Transfer In	7	173	81	47%	40%
New Joiners	5	2989	2242	75%	89%
Early Leavers	See Below	1994	1653	83%	87%
Deferred Benefits	20	1342	1126	84%	64%
Refunds	9	652	527	81%	91%
Overall		9409	7596	81%	83%

5.5

Priority Cases. As mentioned previously, the administration team have undertaken a survey of scheme members to understand member expectations around performance and the outcome of this research will be presented to the Authority in March with a proposal for an updated set of performance targets for

2019/20. The intention is that these targets will be set in a manner which will be consistent with external benchmarking targets (see separate report).

- 5.6 **Non Priority cases.** Of the 8,112 non-priority cases with a service standard that were completed in the quarter 6,623 were completed in time for a performance of 81.6%. However, a further 9,703 non-priority process without an allocated service standard were also completed in the reporting period.

6) **Aggregation Project**

- 6.1 Members were advised previously that the project to process the long standing “aggregation” cases commenced on 1 October 2018 with an anticipated six month duration. As at 1 October 2018 there were approximately 8,000 cases identified for investigation and action.
- 6.2 Progress with the project is particularly difficult to quantify in a meaningful way because of the numerous possible scenarios under which cases can require processing as well as the fact that these often multiple pension records with multiple decisions required from scheme members. However, processing over the first three months of the project has achieved the following:-
- 1268 quotations provided to members
 - 1643 cases settled, completed and closed
 - 1200 quotation calculations completed and ready to issue
 - 23 miscellaneous aggregation processes completed
- 6.3 The project team will continue in place until such time as the ‘legacy’ cases are resolved and aggregations can be handled on a business as usual basis.

7) **Employer Performance against their SLAs**

- 7.1 Members will be aware that employers are required to meet the following target standards for the submission of casework related information:
- New Starter (56 days)
 - Early Leaver (56 days)
 - Retirement with immediate entitlement to benefits (28 days)
 - Death in Service (14 days)
- 7.2 Since the implementation of monthly data collection, the monitoring of performance via completion of individual Form submissions from employers no longer produces meaningful results so this reporting has been removed temporarily. In conjunction with Civica, the administration teams are developing a workflow tool designed to permit the performance of ALL employers across ALL administration functions.

This would include where SYPA has lodged routine individual queries with employers. It is hoped that this tool will be live for new case work from 1 April 2019 so that reporting can commence at the end of Quarter One of 2019/20.

- 7.3 In the meantime, members are aware that **Monthly Data Collection (MDC)** was introduced from 1 April 2018 to improve the overall efficiency of the administration of the LGPS at SYPA – both for employers and for the administration team. Employers are required to submit monthly returns by the 19th of the month following the pay period.
- 7.4 The tables below show the number of returns received for each of the relevant months in the quarter. It is pleasing to note that performance from employers on MDC remains high, with the administration team actively engaged with supporting the small number of employers (and their payroll providers) who are not meeting the monthly submission requirements.

	Number of returns expected	Returns received	Outstanding	% Success Rate
September-18 (due Oct)				
Total Active Employers in SYPA Fund	470	452	18	96%

	Number of returns expected	Returns received	Outstanding	% Success Rate
October -18 (due Nov)				
Total Active Employers in SYPA Fund	470	463	7	98.5%

	Number of returns expected	Returns received	Outstanding	% Success Rate
November -18 (due Dec)				
Total Active Employers in SYPA Fund	472	464	8	98%

- 7.5 Although this performance is encouraging, our own data analysis of MDC data against the year-end data for 2017/18 has revealed that a number of employers may have been reporting the 'Final Salary' pay figure incorrectly on the MDC data. This does not cause any immediate problems but employers will need to resolve this by the time of their March submissions to ensure there is no impact on the data extracted for both the triennial fund valuation and the member's 2019 annual benefit statements. Those employers with potential discrepancies have been contacted individually.

8. **Staffing issues impacting on work and performance**

- 8.1 Sickness absence statistics for the reporting period are shown in the table below.

The previous quarter's figures are shown for comparison purposes in the second table.

1 October 2018 to 31 December 2018

Period	Certified	Uncertified	Overall
Oct	2.3%	0.8%	3.1%
Nov	2.2%	1.7%	3.9%
Dec	2.0%	1.0%	3.0%
Total	2.1%	1.2%	3.4%

1 July 2018 to 30 September 2018

Period	Certified	Uncertified	Overall
July	2.7%	1.1%	3.7%
August	3.8%	0.5%	4.2%
September	2.9%	0.1%	3.0%
Total	3.1%	0.6%	3.7%

- 8.2 Certified sickness absence reduced slightly in comparison to the previous quarter, but there continue to be two members of staff on long-term absence for unrelated conditions. The fact that the two employees involved are both part-time does mitigate the impact on the overall statistics but there is still an impact on performance.

9. **CIPFA Benchmarking**

- 9.1 SYPA has for a number of years been a participant in the LGPS Benchmarking club run by CIPFA. The Benchmarking club is voluntary and has a varying number of participants with only 33 out of approximately 90 funds choosing to participate in the 2018 exercise. Although this limits the conclusions to be drawn from a national perspective, the Benchmarking club currently remains the principal source of comparative data available to LGPS funds to measure administrative costs and performance.
- 9.2 SYPA has actively participated in recent discussions with CIPFA aimed at introducing requirements to report on administrative costs and performance in the Pension Fund Annual Report. It is hoped in future years this will assist in providing a more detailed national picture and therefore more comprehensive comparative data.
- 9.3 **Appendix A** shows the report of comparator data which compares SYPA with the 13 funds who are most similar in terms of membership numbers. This provides a more accurate picture of administrative costs than the full report (included at

Appendix B for completeness) which includes a number of smaller funds who could not be expected to benefit from the same economies of scale.

- 9.4 Section Two of the report shows that the total cost per scheme member for 2018 was **£18.67**, compared with an average of **£17.42** for the comparator group (£21.16 for all participating funds).
- 9.5 Drilling down to understand why SYPA is comparatively more expensive, Section One shows the total staff cost per member is **£11.87**, compared with an average of **£8.98** for the comparator group (£9.04 for all participating funds). Other running costs (IT, accommodation, etc) are broadly in line with other funds so staffing costs are the principal differentiating factor.
- 9.6 The increase in staffing costs in 2018 is understandable and explained by two principal causes. Firstly, a restructure of the administration function resulting in an increase in staffing numbers was agreed by the Authority in early 2017. This was partly due to the additional staffing costs of implementing monthly data collection from 2018. Secondly, the 2018 data included the cost of the teams based in the four District offices for the first time – these teams had previously been excluded on the basis they had historically focused on carrying out functions for the District Councils but this is no longer the case.
- 9.7 Although explainable, the increase in staffing costs places SYPA as a potential outlier in terms of the overall costs per scheme member which is not a desirable position in the longer term. For 2019 it is likely the staffing costs would have reduced slightly due to the increased number of vacant posts within the administration area but a more sustainable long term approach is required to bring staffing costs back in line with the best performing funds.
- 9.8 Section 4 of the report demonstrates that SYPA has a higher proportion of longer serving and higher paid staff than the average. Whilst this has some clear advantages in such a specialised area, the Head of Pensions Administration will be seeking to realign the balance over the longer term by substituting a number of historically higher paid posts with less specialised entry level career graded positions. This will have the advantage of rebalancing the age profile of the workforce and will be made possible by the improved use of technology to automate case processing where possible as well as the long term efficiency improvements associated with the move to monthly data collection.
- 9.9 It is anticipated this staffing change can be achieved without the need for compulsory redundancies, though some grade adjustments will be likely to be required. Any changes made to current team structures will none the less be focused on continuous improvements to the service provided to scheme members and employers in the fund.

10. Implications

- Financial – Potential financial penalties for employers failing certain service standards under the Authority's Pensions Administration Strategy.
- Legal – None

- Diversity – None
- Risk – Poor performance from employers increases the likelihood of a poorer service to members from the Administration Team which in turn increases the potential for complaints and risk to reputation.

Jason Bailey
Head of Pensions Administration

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E-mail: jbailey@sypa.org.uk

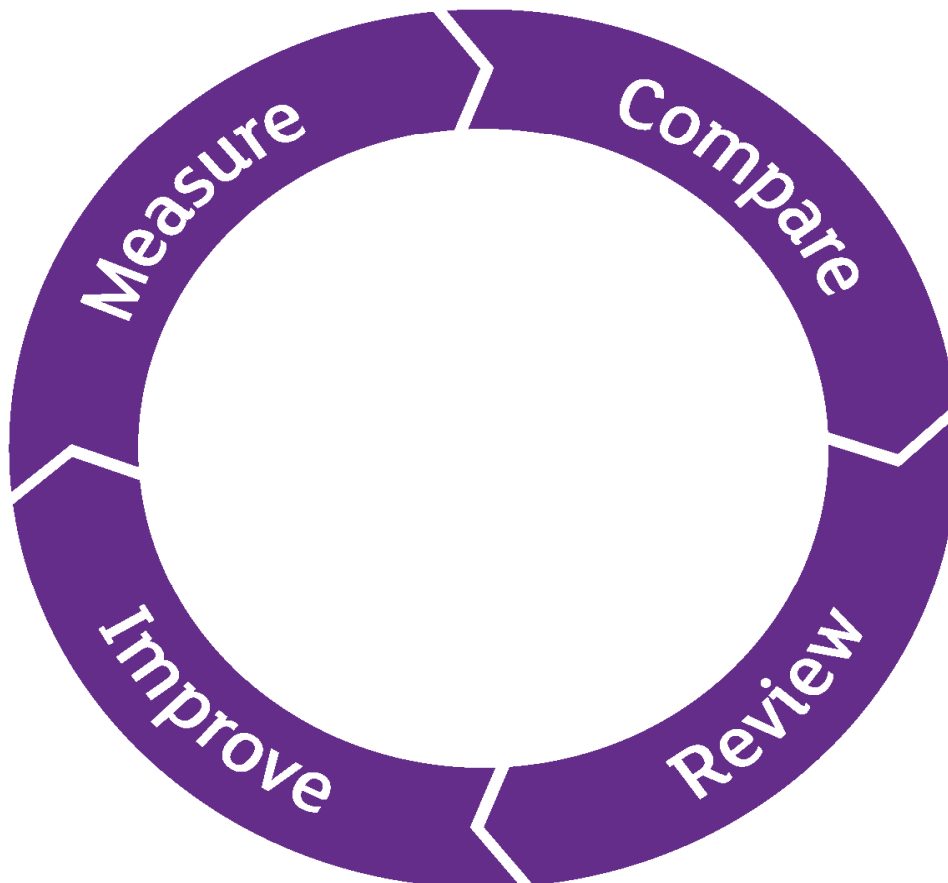
Background papers used in the preparation of this report are available for inspection from the offices of South Yorkshire Pensions Authority

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Analytics & Research

pensions administration benchmarking club

2018 - South Yorkshire Pensions Authority Comparator Report



Useful Information

Throughout the report your figures are shown in tables and in graphical form. If you are not familiar with our reports we hope this page will help you to better understand the way we present this data.

Averages

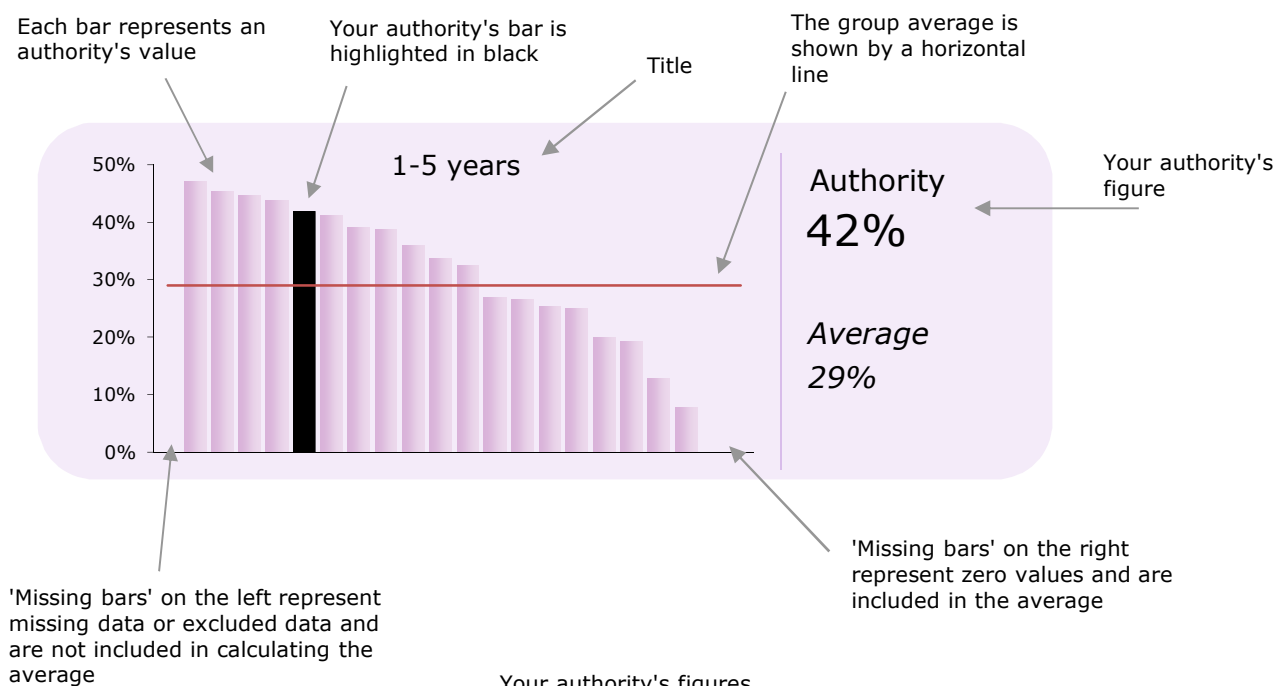
Almost all of our tables and charts compare your figure with a group average. The average is the unweighted mean value for the group. This average value ignores missing data, or data that we have excluded and for this reason sets of averages sometimes do not reconcile precisely.

Charts

We display a large amount of data on charts as this allows us to show the data for the entire group efficiently and gives far more information than a simple average (i.e. range of data, individual authority values etc.). Below we have annotated an example chart to help explain what they are showing.

Bar Charts

These are our standard method of displaying a full set of data



Staff experience	FTE	%	Avg
< 1 year	1.5	10%	9%
1-5 years	6.5	42%	29%
5-10 years	3.5	23%	21%
> 10 yrs	4.0	26%	41%
Total	15.5		

Introduction

This report compares your performance with other local authorities who have taken part in the Pensions Administration Benchmarking Club for 2018 and is divided into the following sections.

At the end of the Benchmarking process, your authority will also receive supplemental materials which will provide further depth to this report:

- **Interactive Report:** an Excel spreadsheet containing all the bar charts found in this report.
The user can change the charts to show custom comparator groups.
- **Database:** an Excel spreadsheet containing all the data submitted by club members this year.
The user can also populate a copy of the questionnaire with the data for any member.
- **Scrapbook:** a report containing an analysis of the responses to the text based parts of the questionnaire.

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Section 1 - Summary

This page provides a brief summary of the most salient aspects of the report.

Section 2 - Cost Measures

This section concentrates on cost/member ratios starting with total cost/member which is then broken down by staff costs, payroll costs, direct costs, overheads and income.

Section 3 - Workload Measures

The first measure of workload is the number of members in the scheme, which is shown along with a breakdown by class of membership. This is followed by an analysis of the number and type of LGPS employers.

Other workload measures include:

- Joiners and leavers with a full analysis of the various types of retirements
- Number of quotations provided and actual events processed
- Additional Voluntary Contributions (AVCs), Additional Regular Contributions/Additional Pension Contributions (ARCs/APCs) and Added years

Section 4 - Staff Related Measures

The measures included here are an analysis of staff numbers by pay band, pensions work experience and staff qualifications.

Section 5 - Industry Standard Performance Indicators

In this section we show how authorities perform against each of the LGPC performance indicators.

Section 6 - Comparison by Method of Service Delivery (final report only)

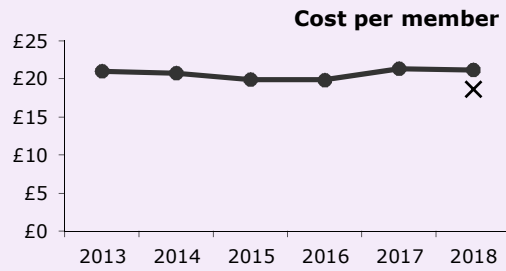
This shows members' costs and averages compared for in-house and externally managed pension schemes.

SECTION 1 - SUMMARY

5 Year Trend for Net Cost per Member

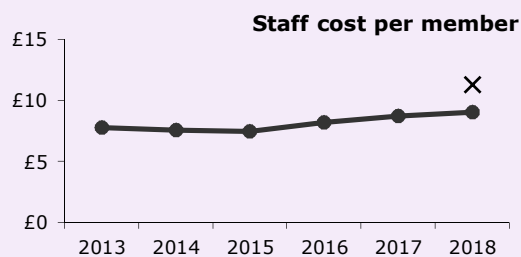
● Club average

X South Yorkshire Pens



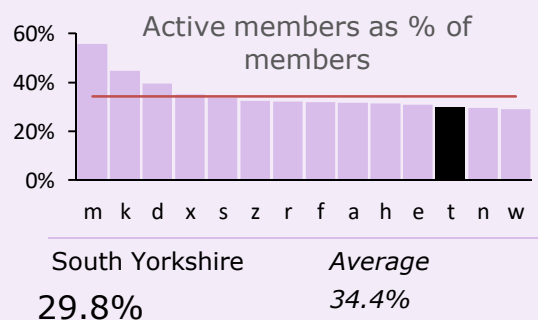
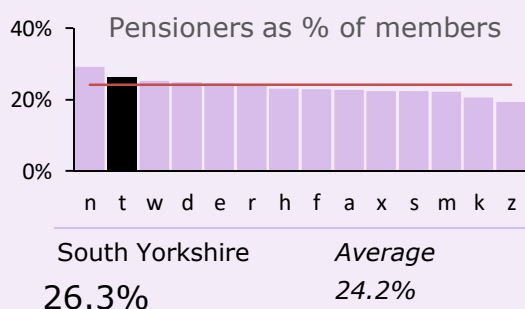
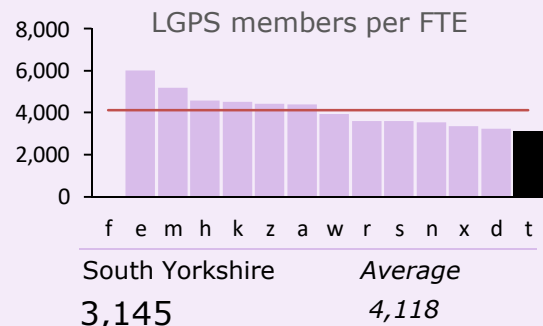
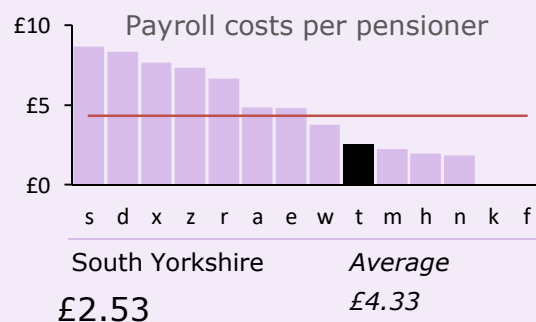
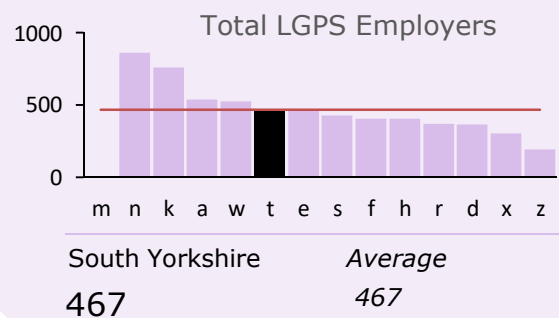
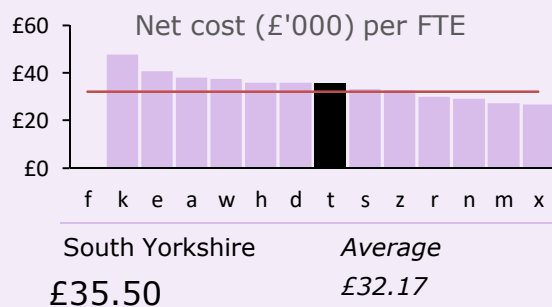
In 2017/18, South Yorkshire Pensions Authority had a net cost of £18.67 per member. The average cost per member for all authorities was £21.16. Left is the graph showing the 5 year trend for net cost per member for South Yorkshire Pensions Authority and the club average.

5 Year Trend for Staff Cost per Member



In 2017/18, South Yorkshire Pensions Authority had a net staff cost of £11.87 per member. The average staff cost per member for all authorities was £9.04. Left is the graph showing the 5 year trend for staff cost per member for South Yorkshire Pensions Authority and the club average.

Other Key Findings:

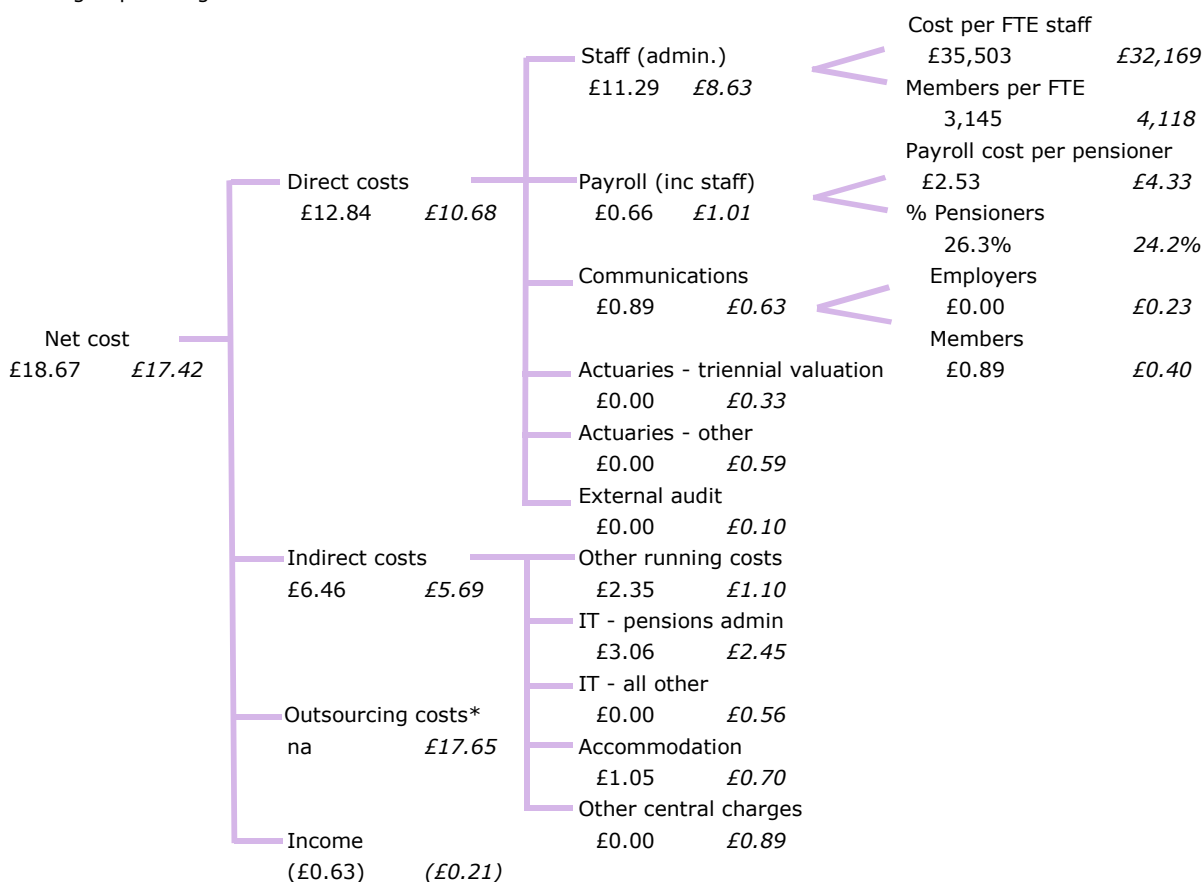


SECTION 2 - COST MEASURES

COST PER MEMBERS 2017/18

This tree diagram analyses the cost per member.

For each benchmark two figures are given, the first being South Yorkshire Pensions Authority's cost and the second (in italics) is the group average.



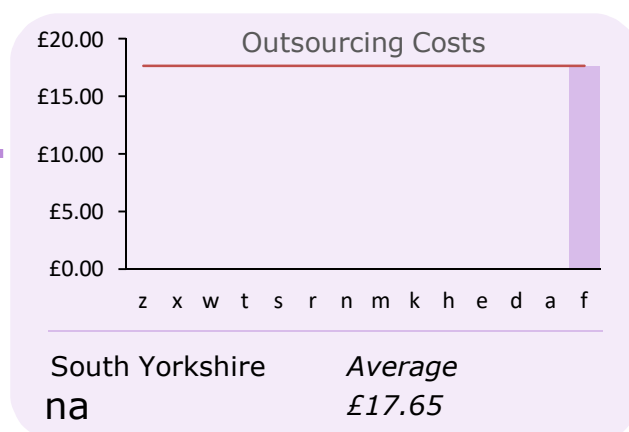
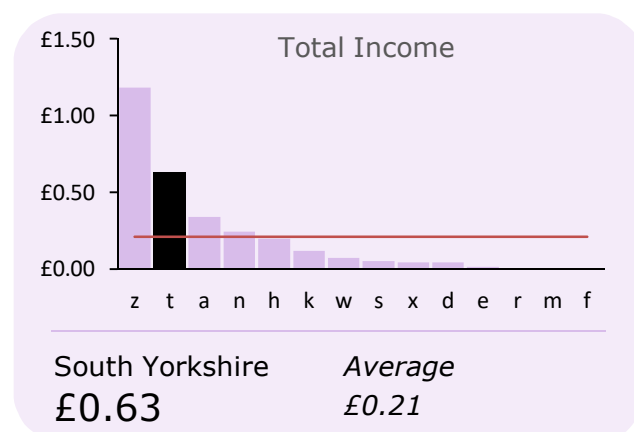
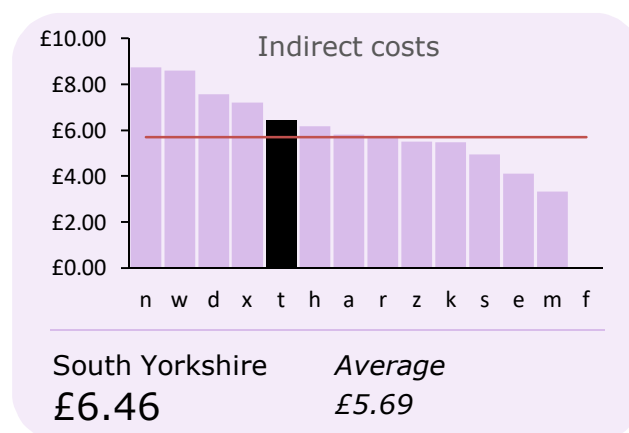
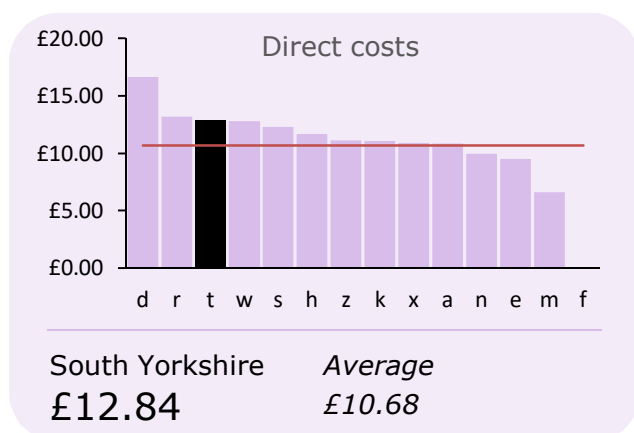
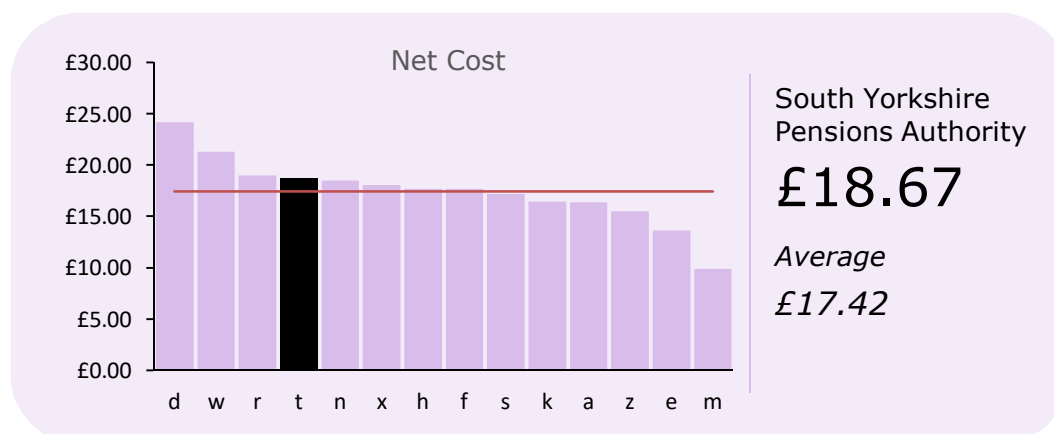
FTE Staff		LGPS admin section costs	£'000	£ per member	Avg.
Pension Section total	71.5	Staff - administration	1,871	11.29	8.63
less		Staff - payroll	96	0.58	0.35
IT staff	10.4	Payroll	14	0.08	0.66
Payroll staff	3.6	Communications - employers	-	-	0.23
Communications staff	2.0	Communications - members	148	0.89	0.40
Employing authority work	-	Actuaries - triennial valuation	-	-	0.33
Work for other schemes	-	Actuaries - other	-	-	0.59
Other work	2.8	External audit	-	-	0.10
Admin of LGPS	52.7	Total Direct Costs	2,129	12.84	10.68
		Other running costs	390	2.35	1.10
		IT - pensions admin.	507	3.06	2.45
		IT - all other	-	-	0.56
		Accommodation	174	1.05	0.70
		Other central charges	-	-	0.89
		Total Indirect Costs	1,071	6.46	5.69
		Outsourcing Costs*	-	na	17.65
		Gross Cost	3,200	19.30	17.63
		Income - members	(8)	(0.05)	(0.03)
		Income - employers	(60)	(0.36)	(0.16)
		Income - other	(37)	(0.22)	(0.03)
		Total Income	(105)	(0.63)	(0.21)
		Net Cost	3,095	18.67	17.42

Total Scheme Membership	165,764
Pensioners	43,518

*Outsourcing costs average only includes those members who have outsourcing costs.

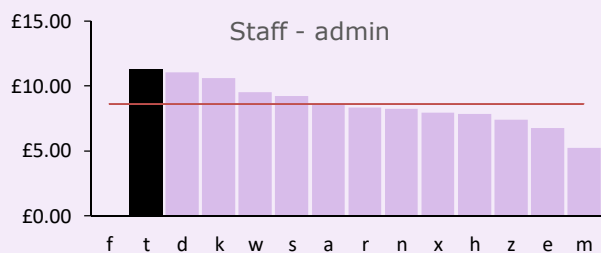
Source: Sections 2 & 3a, 2018 Questionnaire

COST PER MEMBER 2017/18 (continued)



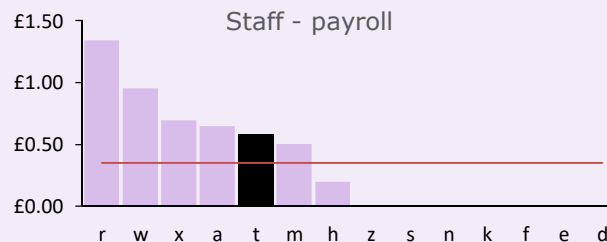
COSTS PER MEMBER - Direct Costs 2017/18

The following graphs are the costs that make up the direct costs that South Yorkshire Pensions Authority had during the financial year 2017/18.



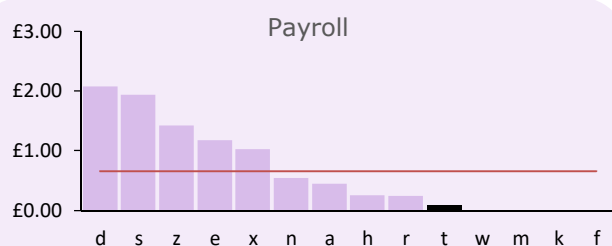
South Yorkshire
£11.29

Average
£8.63



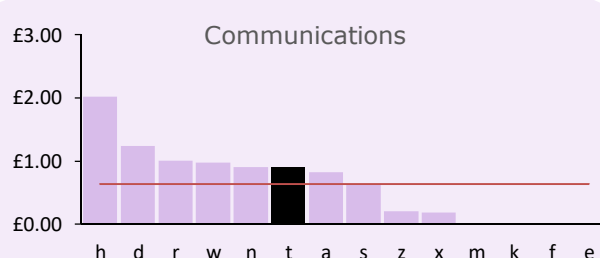
South Yorkshire
£0.58

Average
£0.35



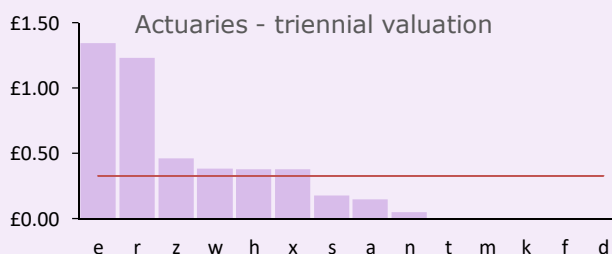
South Yorkshire
£0.08

Average
£0.66



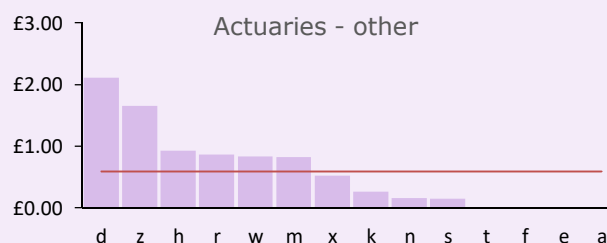
South Yorkshire
£0.89

Average
£0.63



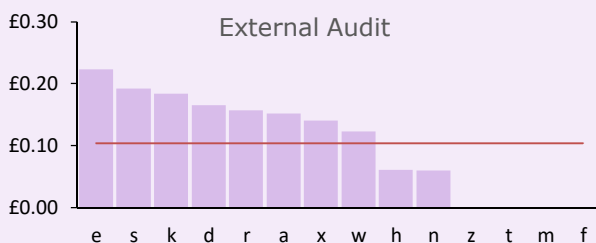
South Yorkshire
£0.00

Average
£0.33



South Yorkshire
£0.00

Average
£0.59

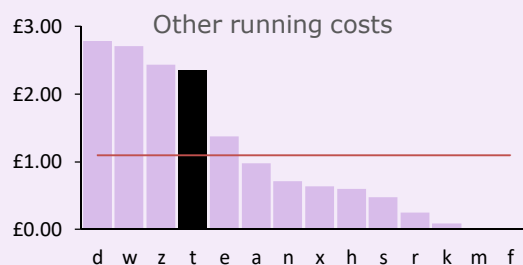


South Yorkshire
£0.00

Average
£0.10

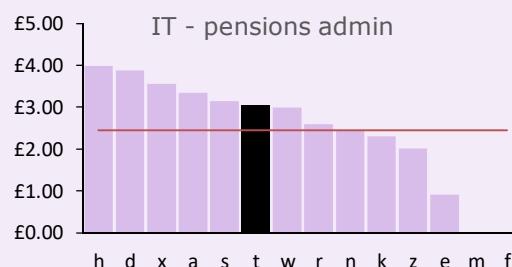
COSTS PER MEMBER - Indirect Costs 2017/18

The following graphs are the costs that make up the indirect costs that South Yorkshire Pensions Authority had during the financial year 2017/18.



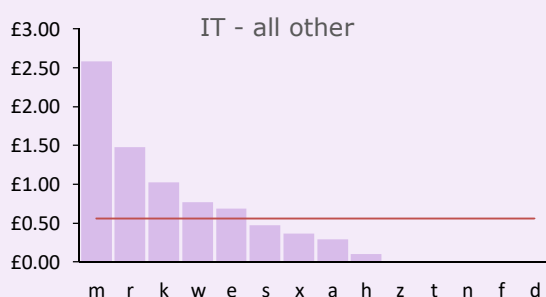
South Yorkshire
£2.35

Average
£1.10



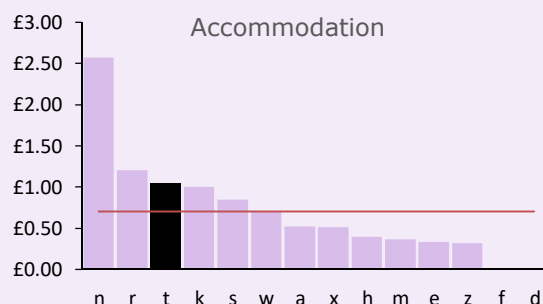
South Yorkshire
£3.06

Average
£2.45



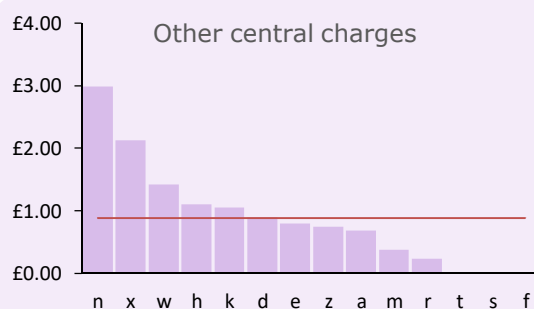
South Yorkshire
£0.00

Average
£0.56



South Yorkshire
£1.05

Average
£0.70

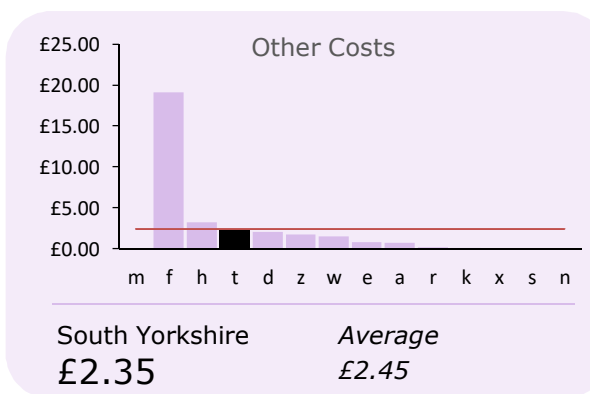
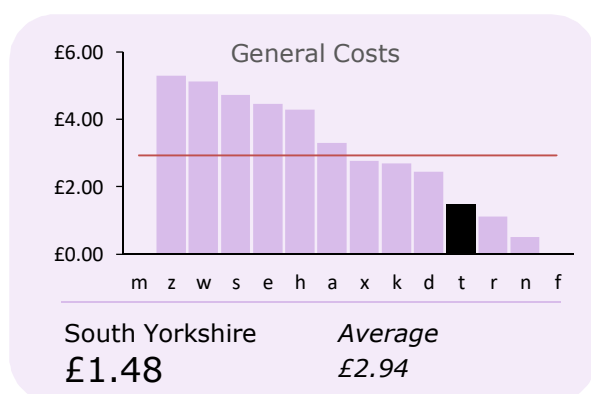
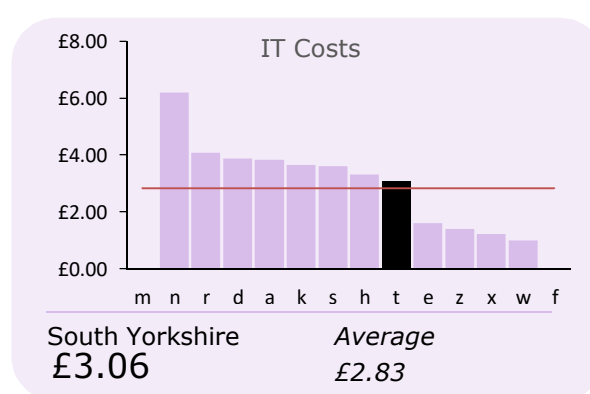
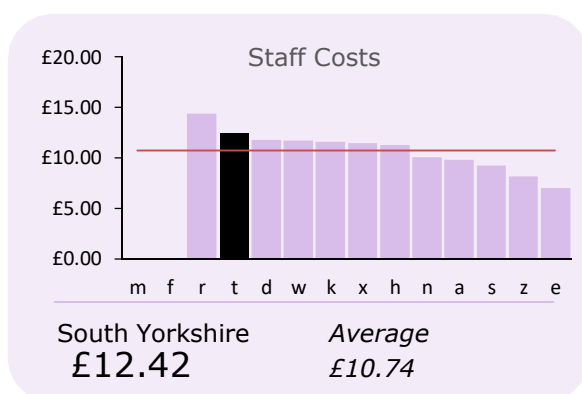
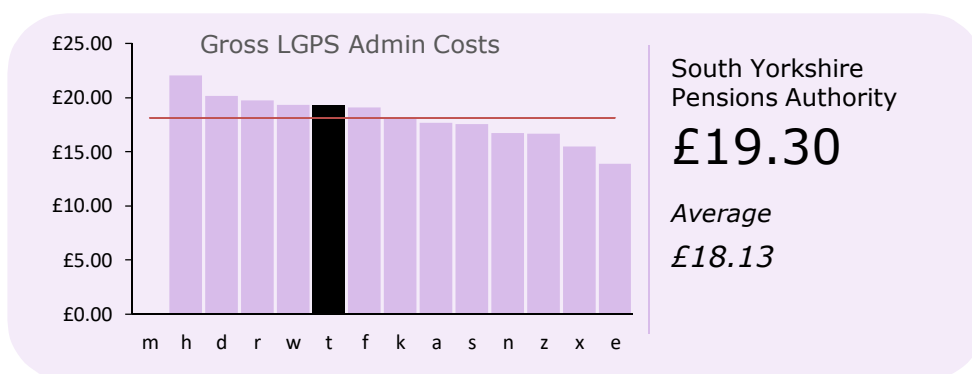


South Yorkshire
£0.00

Average
£0.89

Source: Section 3a, Questionnaire 2018

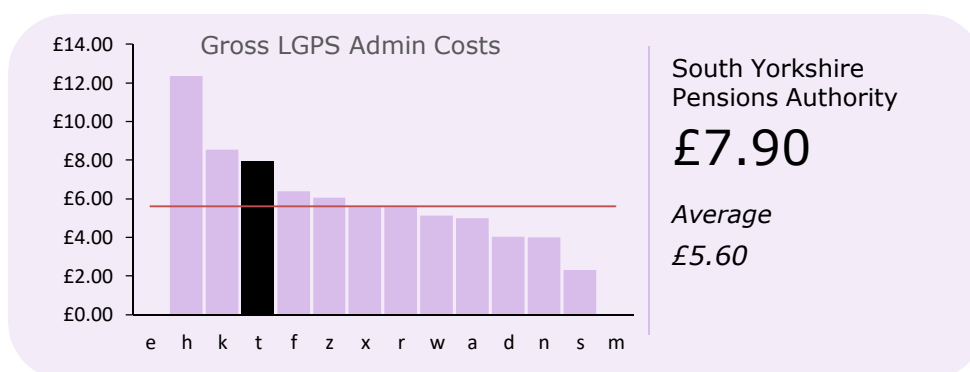
LGPS Management Expenses Analysis - Administration Costs 2017/18



LGPS Administration Expenses	£'000	£ per member	Avg.
Staff Costs	2,058	12.42	10.74
IT Costs	507	3.06	2.83
General Costs	245	1.48	2.94
Other Costs	390	2.35	2.45
Gross LGPS Admin Costs	3,200	19.30	18.13
Gross LGPS Income	105	0.63	0.87
Net LGPS Admin Costs	3,095	18.67	16.03

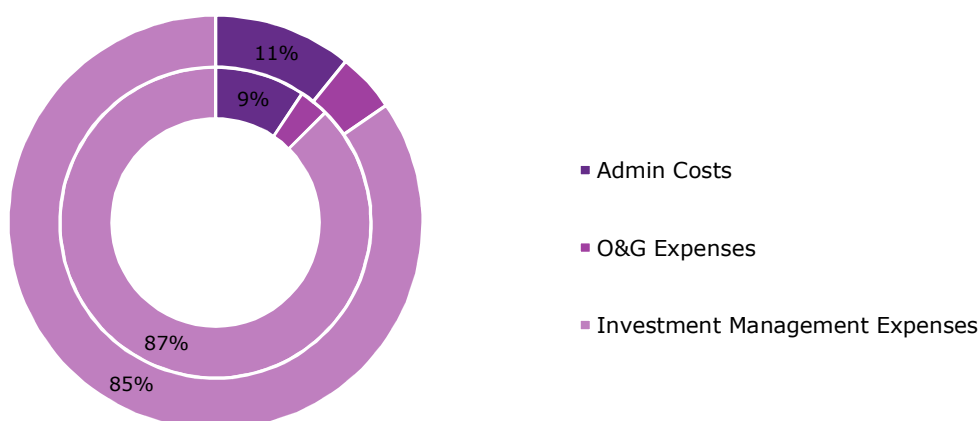
LGPS Management Expenses Analysis - Oversight & Governance Expenses 2017/18

LGPS O&G Expenses	£'000	£ per member	Avg.
Staffing costs	-	-	0.72
External costs	27	0.16	0.25
Investment advisory services costs	-	-	0.66
Independent advisors to the pension fund costs	52	0.31	0.11
Operation and support of the pensions committee costs	199	1.20	0.57
Governance and voting services costs	33	0.20	0.15
Statutory/non-statutory reporting staff and/or external costs	531	3.20	0.96
Legal services connected with investment management costs	-	-	0.29
Actuarial services costs	350	2.11	0.91
Tax advisory services costs	-	-	0.01
Internal audit costs	66	0.40	0.08
External audit costs	42	0.25	0.20
Accountancy services costs	-	-	0.53
Banking services (non-custody) costs	9	0.05	0.03
Transition management services costs	-	-	0.14
Total LGPS O&G Expenses	1,309	7.90	5.60



LGPS Management Expenses Summary 2017/18

LGPS Management Expenses	£'000	£ per member	Avg.
LGPS Administration Costs	3,095	18.67	16.03
LGPS Oversight and Governance Expenses	1,309	7.90	5.20
LGPS Investment Management Expenses	24,140	145.63	148.99
Total LGPS Management Expenses	28,544	172.20	170.81



The outer ring of the graph above is the figures for South Yorkshire Pensions Authority and the inner ring is the average figures. For local authorities with percentages less than 5%, these will not be shown.

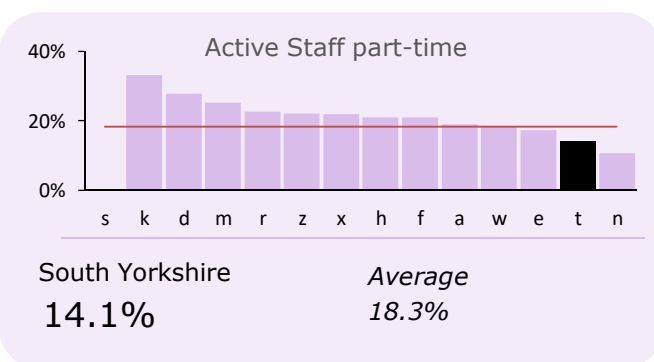
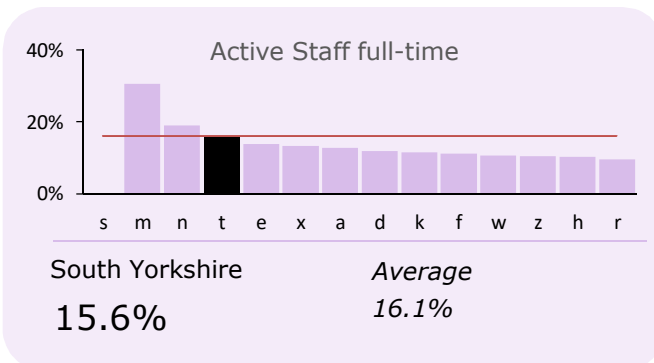
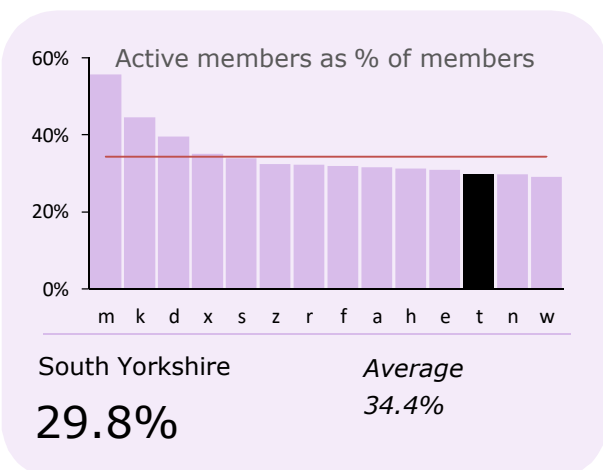
Source: Section 4c, 2018 Questionnaire

SECTION 3 - WORKLOAD MEASURES

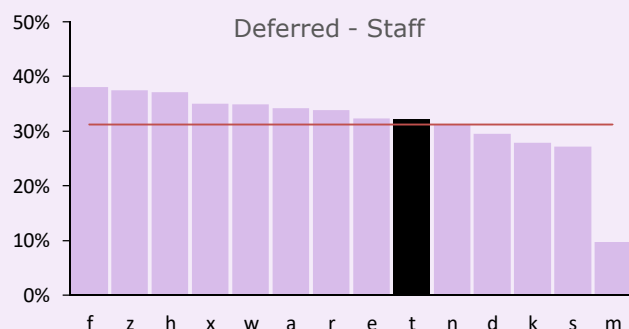
COMPOSITION OF MEMBERS AS AT 31/03/2018

Composition of members	Number	%	Avg.	Avg. %
Active:				
Full-time	25,940	15.6%	24,720	16.1%
Part-time	23,404	14.1%	27,991	18.2%
Sub-total	49,344	29.8%	52,712	34.2%
Deferred - Staff	53,427	32.2%	47,846	31.1%
Pensioners	43,518	26.3%	37,039	24.1%
Dependants	6,464	3.9%	5,542	3.6%
Frozen refunds	8,884	5.4%	5,870	3.8%
Leavers unprocessed/in progress	4,127	2.5%	4,959	3.2%
Total	165,764		153,967	

Active Members

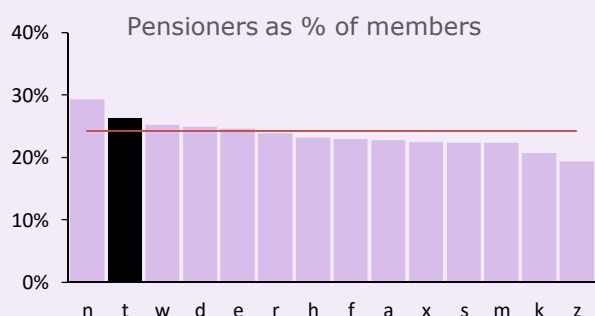


Non-Active Members



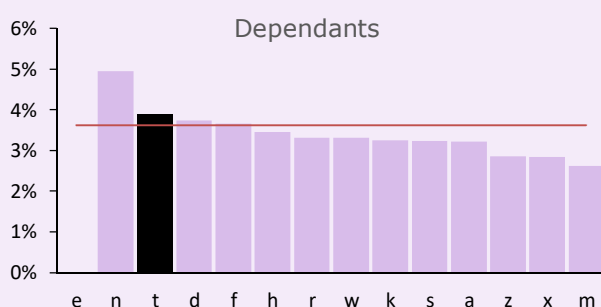
South Yorkshire
Pensions Authority
32.2%

Average
31.2%



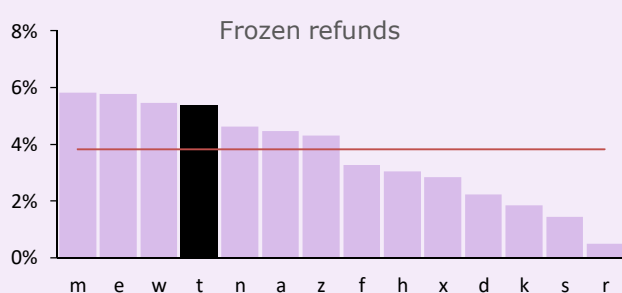
South Yorkshire
Pensions Authority
26.3%

Average
24.2%



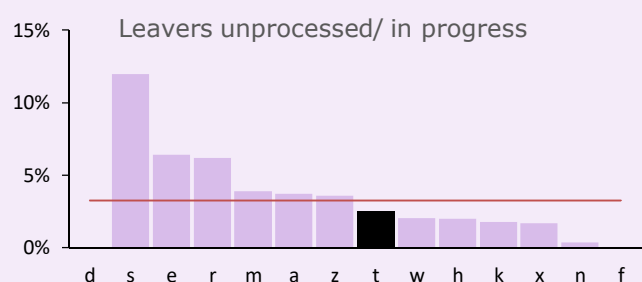
South Yorkshire
Pensions Authority
3.9%

Average
3.6%



South Yorkshire
5.4%

Average
3.8%

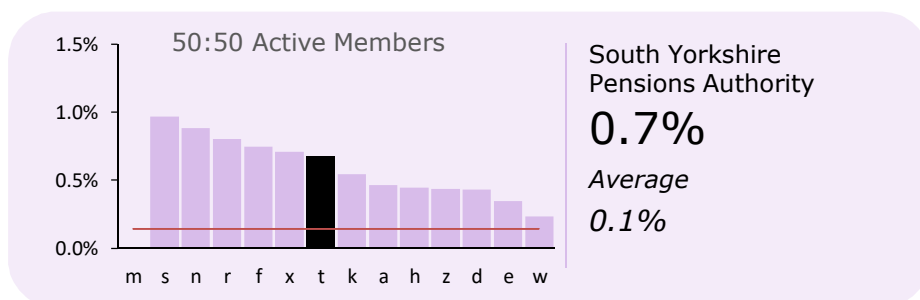


South Yorkshire
2.5%

Average
3.2%

COMPOSITION OF MEMBERS AS AT 31/03/2018

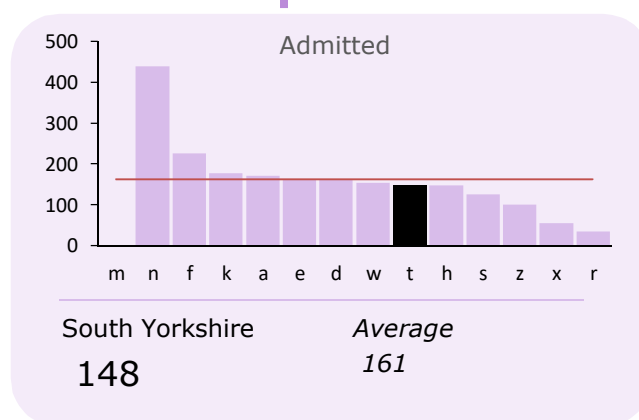
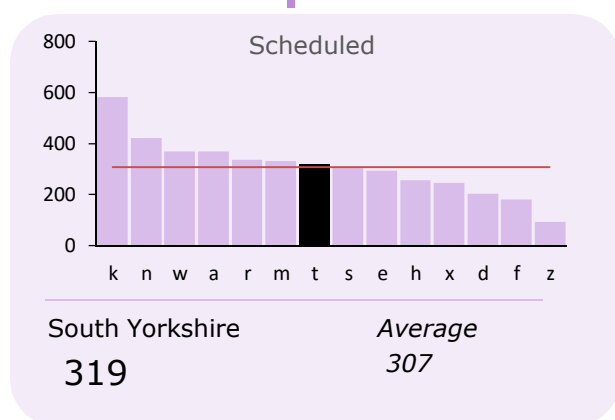
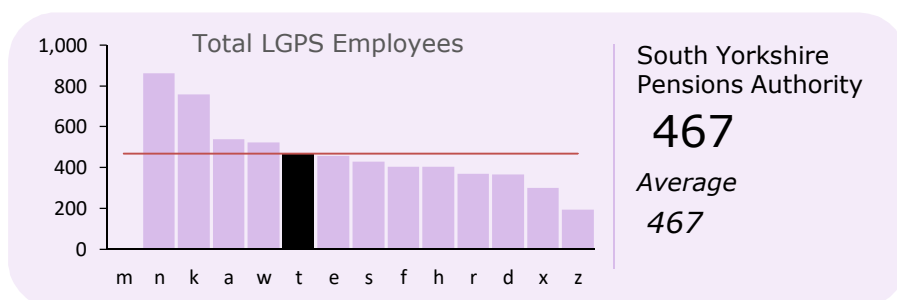
Composition of active members	Number	%	Avg.
50:50	336	0.7%	0.1%



NUMBER OF LGPS EMPLOYERS AS AT 31/03/2018

LGPS employers (31/03/2018)	Number	Avg.
Scheduled	319	307
Admitted	148	161
Total	467	467

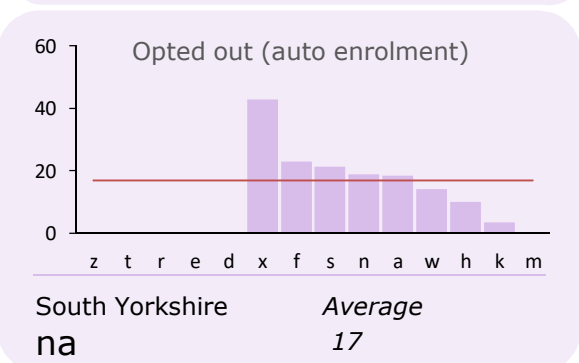
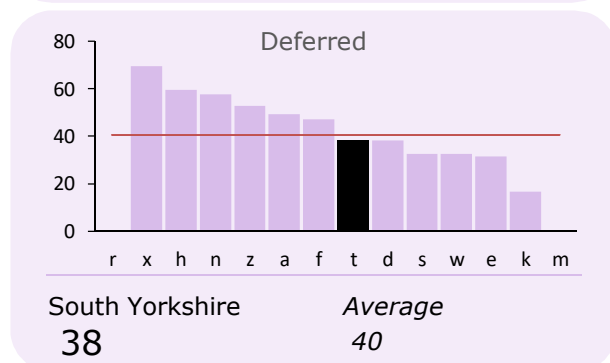
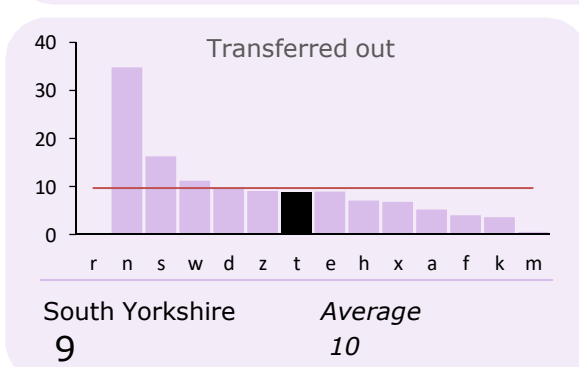
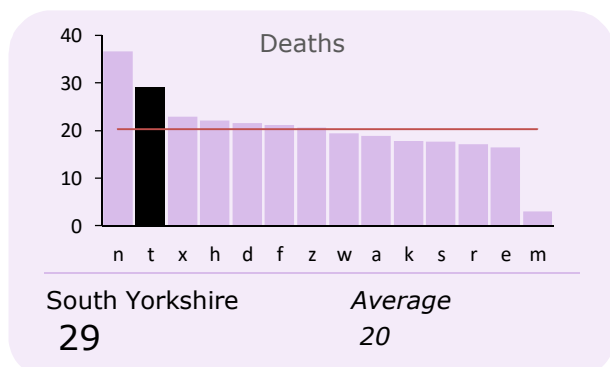
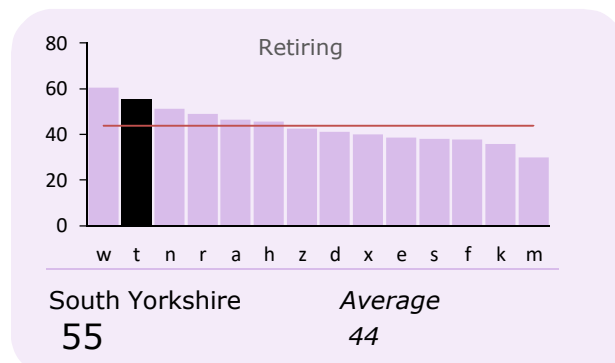
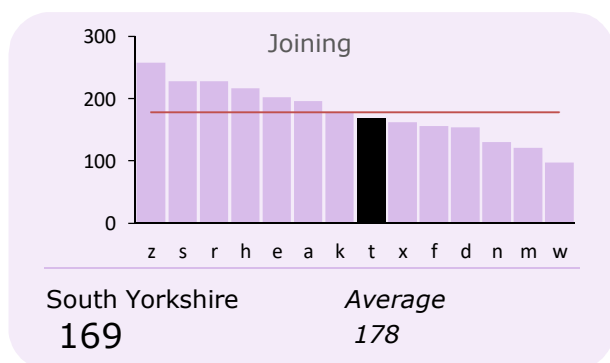
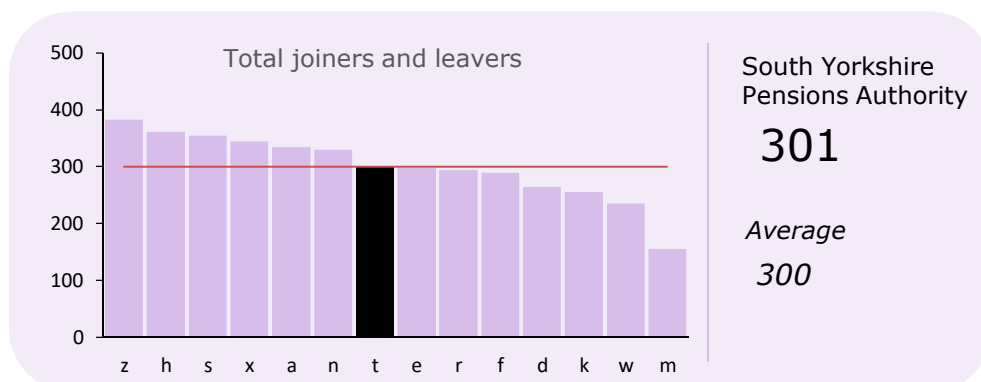
Employer changes 2017/18	+/- Changes		Admitted		Leaving	
	Number	Avg.	Number	Avg.	Number	Avg.
Scheduled	0	-1	36	27	0	1
Admitted	-5	2	32	15	16	6



JOINERS & LEAVERS (per '000 active members) 2017/18

Joiners & Leavers	Number	'000	Avg.
Joining	8,326	169	178
Retiring	2,722	55	44
Deaths	1,438	29	20
Transferred out	443	9	10
Deferred	1,899	38	40
Opted out	NA	na	17
Total	14,828	301	300

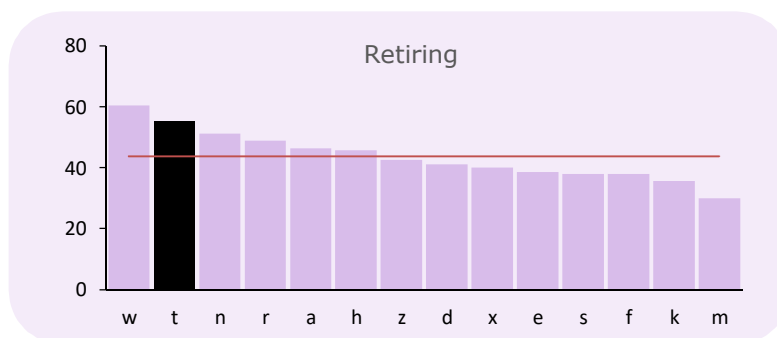
Active members 49,344



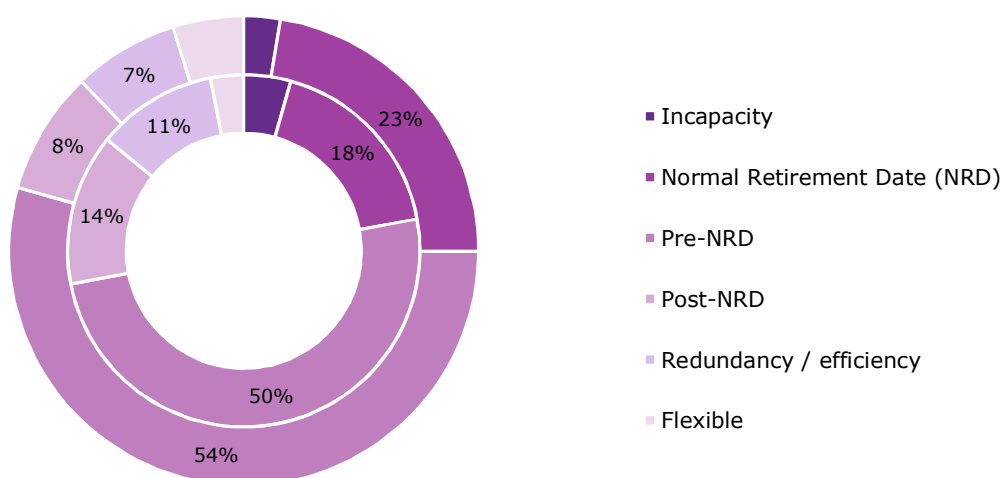
RETIRING 2017/18 (per '000 active members)

	Total number	per active members	Average (per '000)
Total LGPS members retiring	2,722	55	44

Active members 49,344



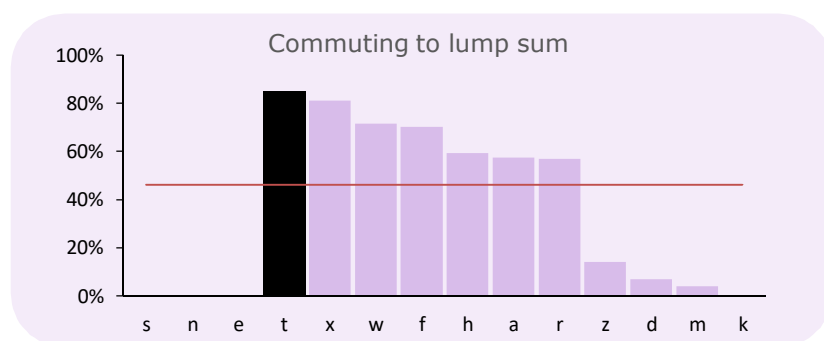
Retirements



The outer ring of the graph above is the figures for South Yorkshire Pensions Authority and the inner ring is the average figures. For local authorities with percentages less than 5%, these will not be shown.

Retirements commuting to lump sum

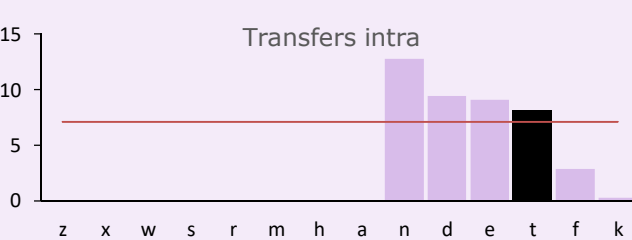
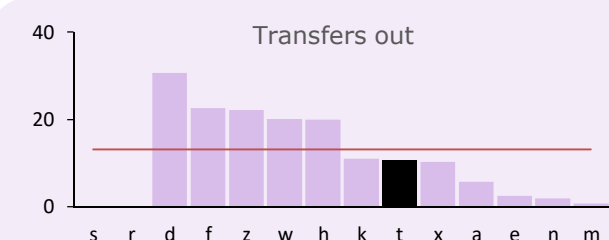
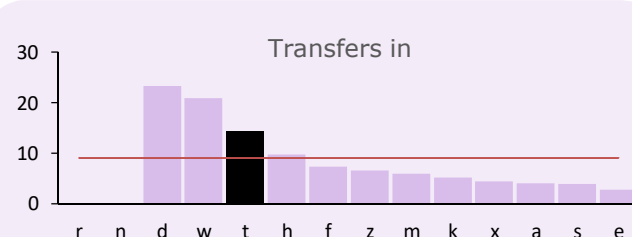
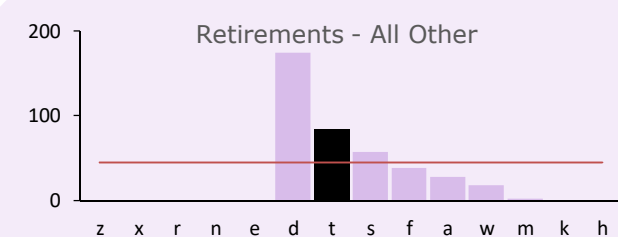
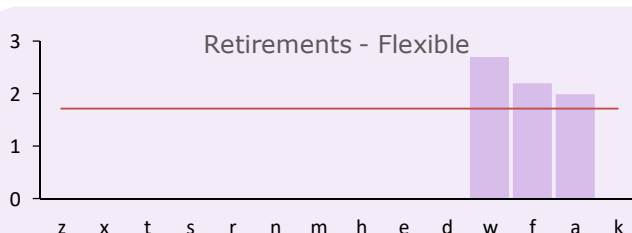
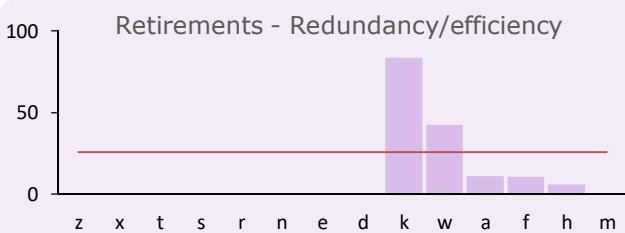
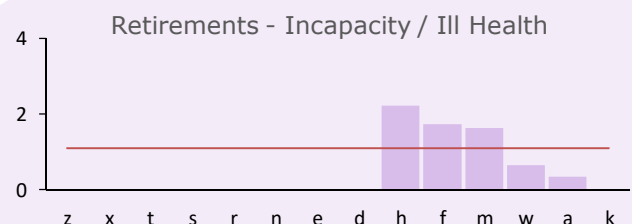
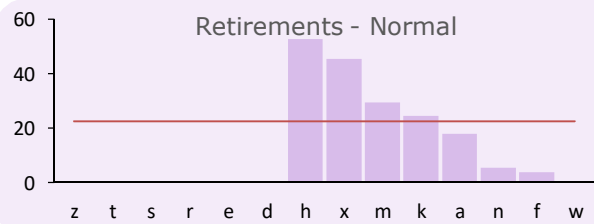
Number	% total	Avg.
2,313	85%	46%



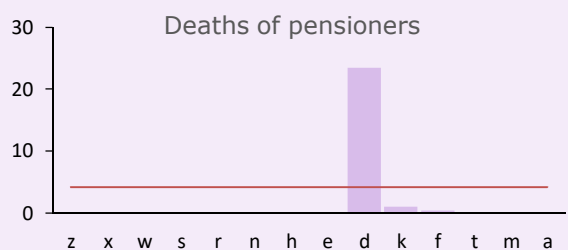
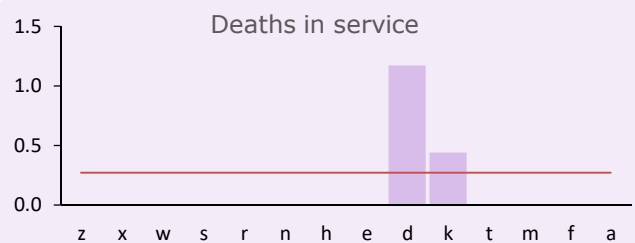
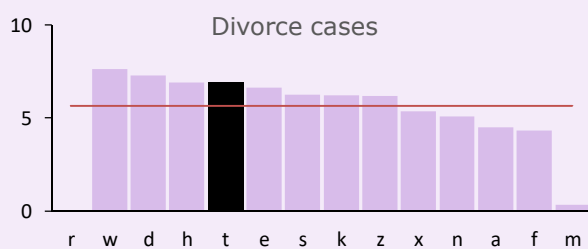
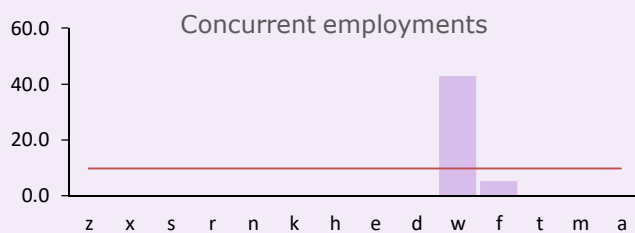
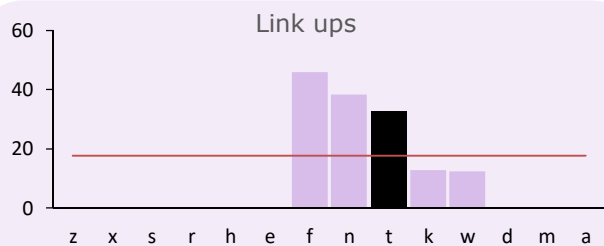
NUMBER OF QUOTATIONS PROVIDED IN 2017/18 (per '000 active members)

Number of bulk transfers	Number	'000	'000 Avg.
TUPE - in	na	na	0.1
TUPE - out	na	na	0.0
Academies	58	1.2	0.5

Quotations provided	Number	'000	Avg.	Active members
TUPE - in	na	na	-	49,344
TUPE - out	na	na	-	
Academies	na	na	-	
Transfers in	709	14.4	9.0	
Transfers out	525	10.6	13.1	
Transfers intra	400	8.1	7.1	
Retirements:				
- Normal	na	na	22.5	
- Incapacity/ill-health	na	na	1.1	
- Redundancy/efficiency	na	na	25.8	
- Flexible	na	na	1.7	
- All other	4,181	84.7	44.6	
Link ups	1,617	32.8	17.8	
Concurrent employments	-	-	9.6	
Divorce cases	340	6.9	5.7	
Deaths in service	-	-	0.3	
Deaths of pensioners	-	-	4.1	

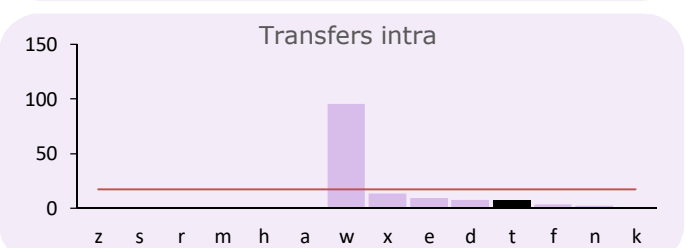
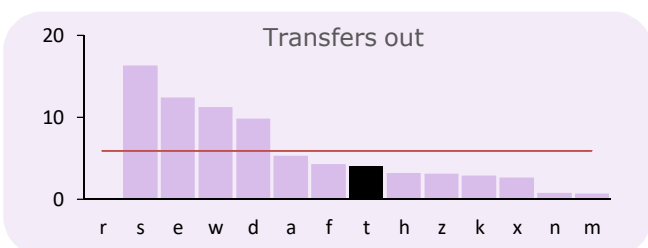
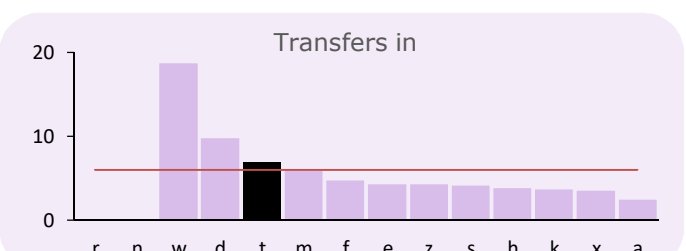
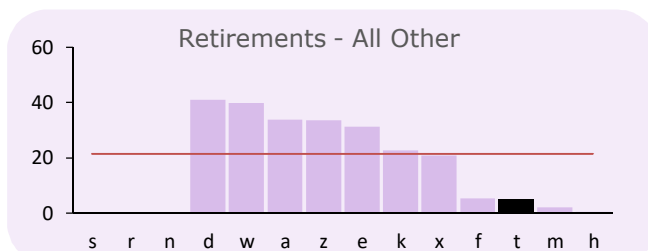
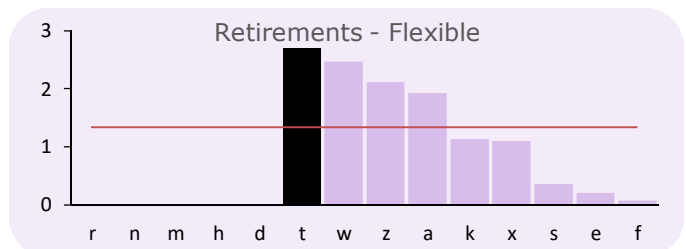
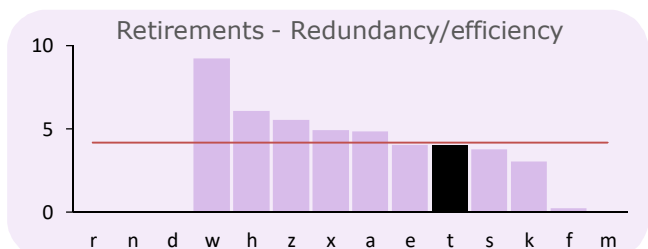
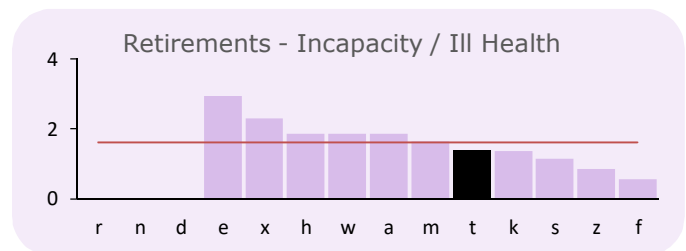
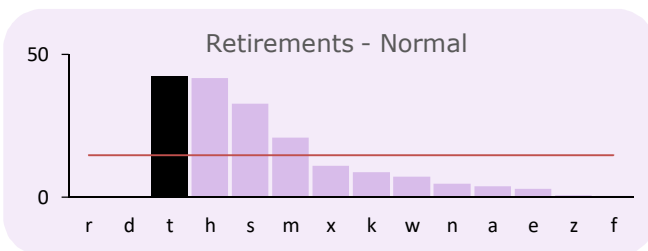


NUMBER OF QUOTATIONS PROVIDED IN 2017/18 (continued)

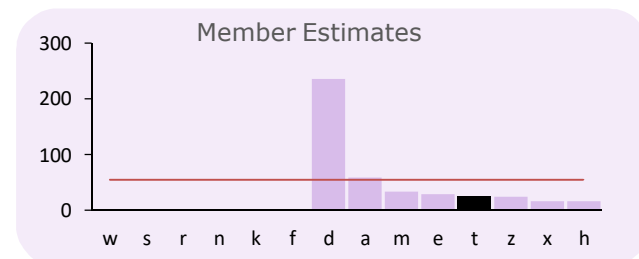
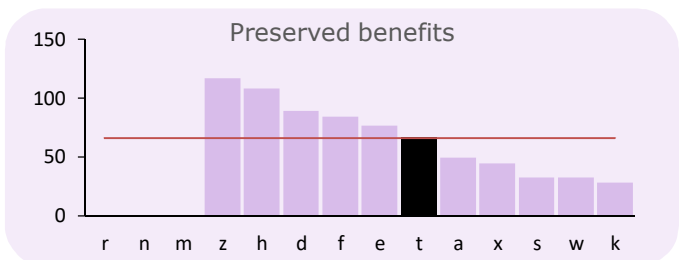
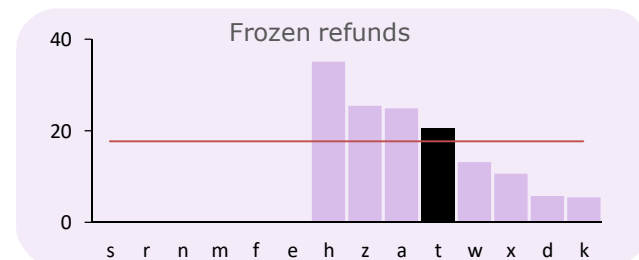
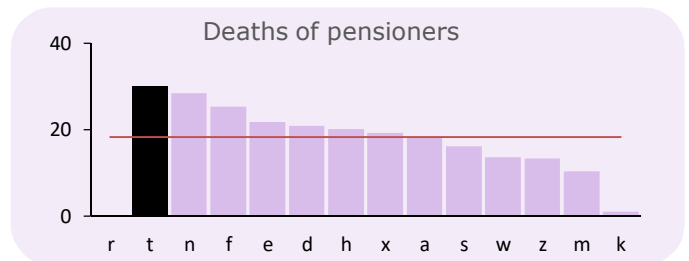
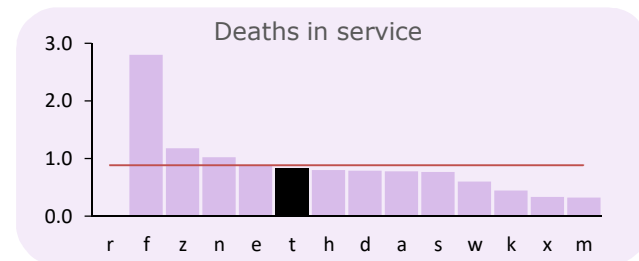
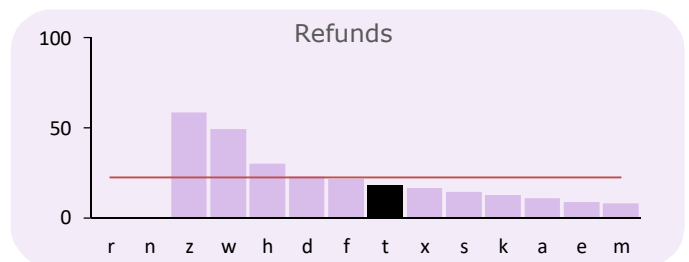
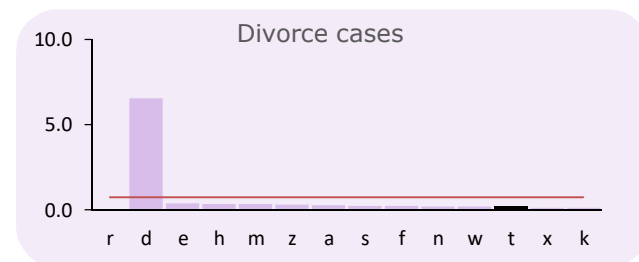
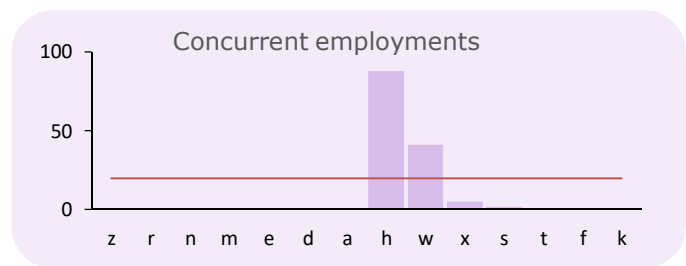
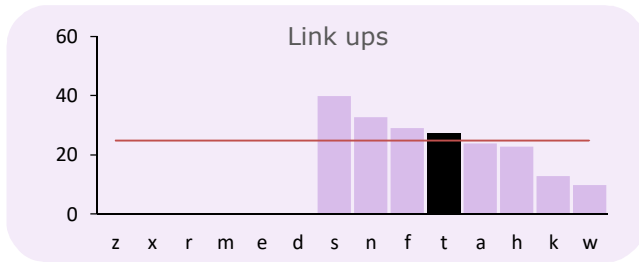


NUMBER OF ACTUAL EVENTS PROCESSED IN 2017/18 (per '000 active members)

Actual events	Number	'000	'000 Avg.	Active members
TUPE - in	na	na	na	49,344
TUPE - out	na	na	na	
Academies	58	1.2	21.9	
Transfers in	338	6.8	6.0	
Transfers out	194	3.9	5.9	
Transfers intra	380	7.7	17.7	
Retirements:				
- Normal	2,092	42.4	14.7	
- Incapacity/ill-health	68	1.4	1.6	
- Redundancy/efficiency	198	4.0	4.2	
- Flexible	133	2.7	1.3	
- All other	231	4.7	21.4	
Link ups	1,352	27.4	24.7	
Concurrent employments	58	1.2	19.8	
Divorce cases	9	0.2	0.7	
Refunds	888	18.0	22.7	
Deaths in service	41	0.8	0.9	
Death of pensioners	1,481	30.0	18.3	
Frozen refunds	1,017	20.6	17.6	
Preserved benefits	3,268	66.2	66.2	
Single Status / Job Evaluation	-	na	na	
Members Estimates	1,177	23.9	54.6	

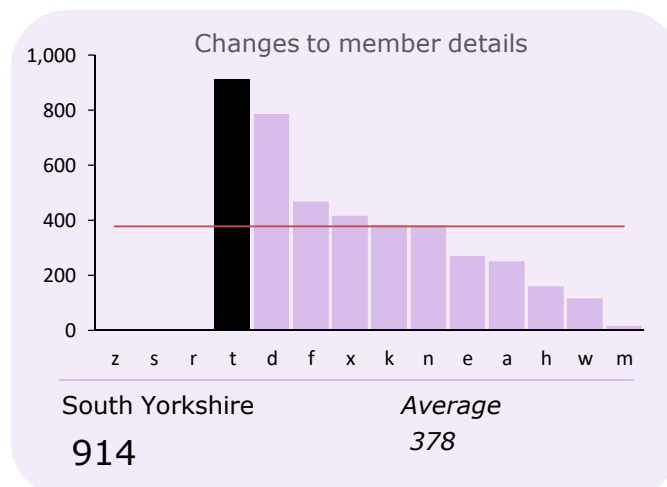
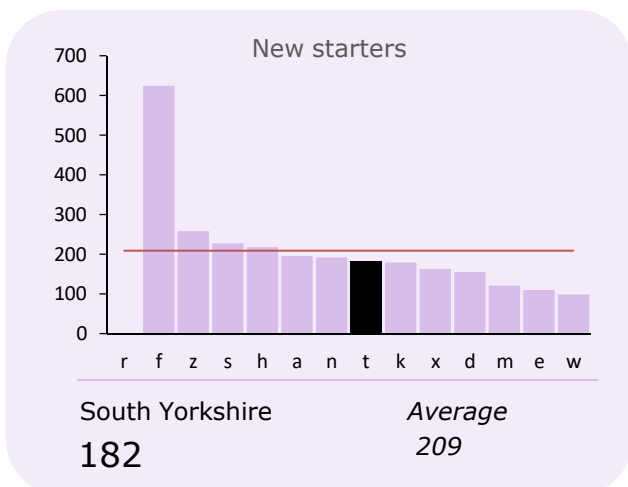


NUMBER OF ACTUAL EVENTS (continued)



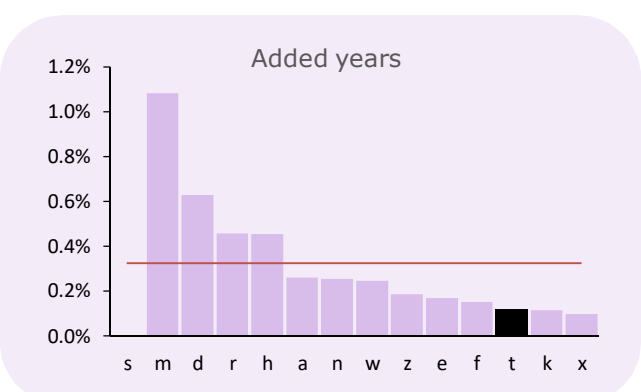
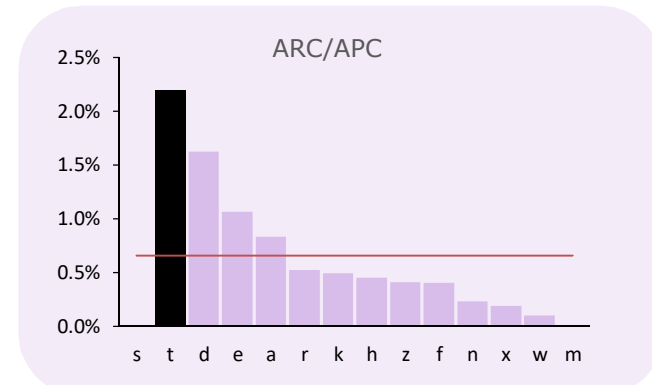
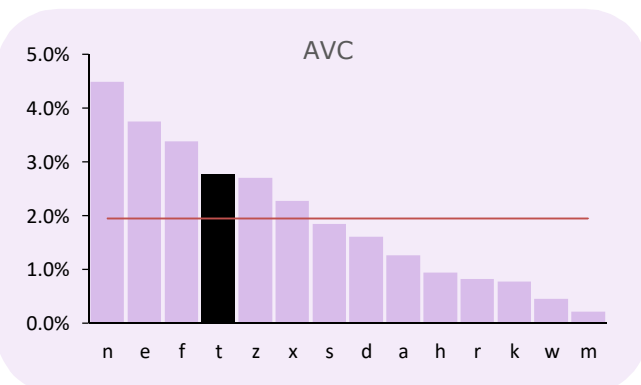
ACTUAL CALCULATIONS 2017/18 (per '000 active members)

Actual calculations	Number	per '000	Avg.	Active members
New starters	8,997	182	209	49,344
Changes to member details	45,079	914	378	



AVCs, ARCs and added years 2017/18 (as a % of active members)

Contributors to AVCs and ARCs	Number	%	Avg.	Active members
Currently contributing				49,344
- AVC	1,362	2.8%	1.9%	
- ARC/APC	1,082	2.2%	0.7%	
- Added years	58	0.1%	0.3%	
Total	2,502	5.1%	2.9%	



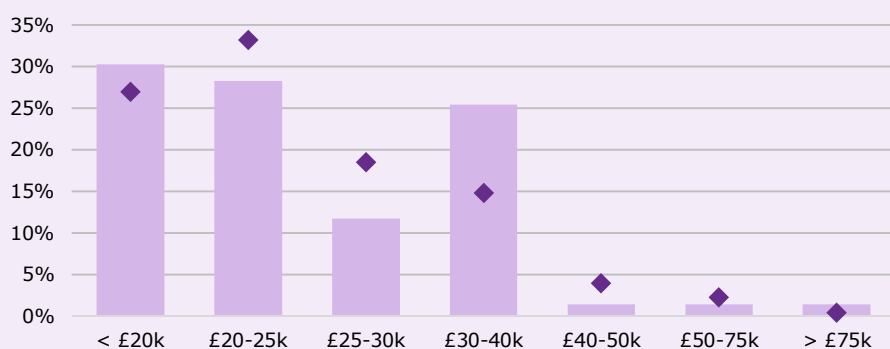
SECTION 4 - STAFF RELATED MEASURES

as at 31 March 2018

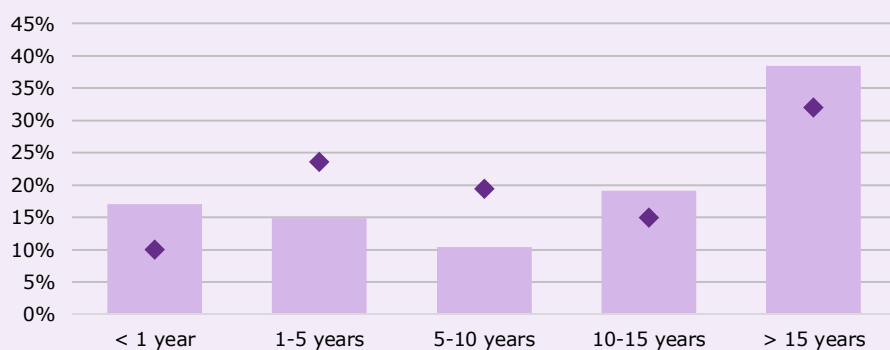
Staff Pay	FTE	%	Avg.
> £75k	1.0	1.4%	0.3%
£50-75k	1.0	1.4%	2.2%
£40-50k	1.0	1.4%	4.0%
£30-40k	18.2	25.5%	14.8%
£25-30k	8.4	11.7%	18.5%
£20-25k	20.2	28.3%	33.3%
< £20k	21.7	30.3%	27.0%
Total	71.5		

Staff Experience	FTE	%	Avg.
< 1 year	12.2	17%	10%
1-5 years	10.6	15%	24%
5-10 years	7.5	10%	19%
10-15 years	13.7	19%	15%
> 15 years	27.5	38%	32%
Total	71.5		

Staff Pay



Staff Experience

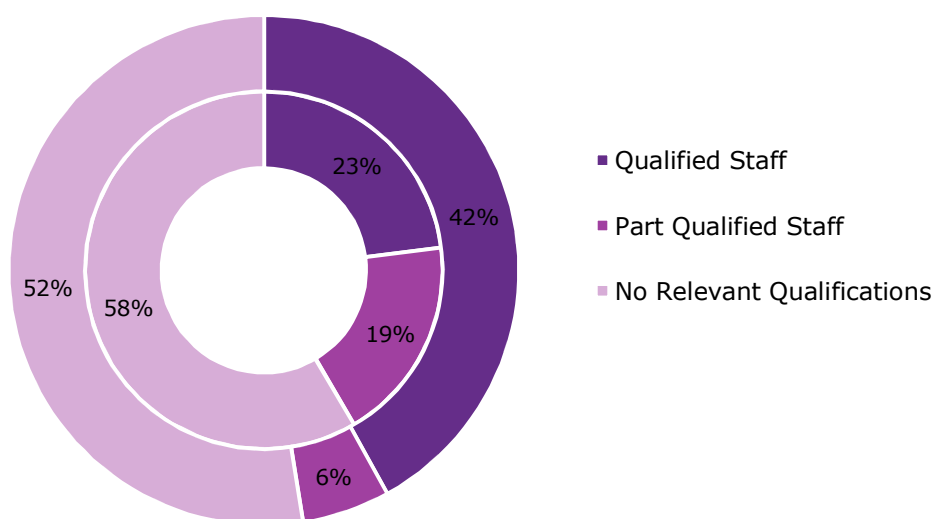


The dark purple markers in the graphs above show the average of all respondents achieving each performance indicator.

STAFF QUALIFICATIONS

as at 31 March 2018

Staff Qualifications	FTE	%	Avg.
Qualified Staff	30.0	42%	23%
Part Qualified Staff	4.0	6%	19%
No Relevant Qualifications	37.5	52%	58%
Total	71.5		
Number in Training	4.0	6%	3%

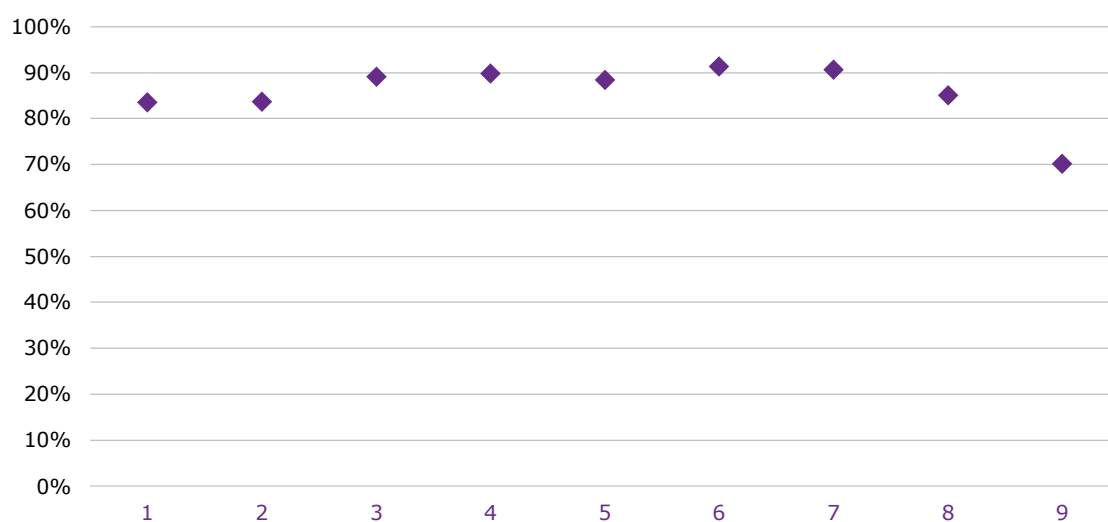


The outer ring of the graph above is the figures for South Yorkshire Pensions Authority and the inner ring is the average figures. For local authorities with percentages less than 5%, these will not be shown.

SECTION 5 - INDUSTRY STANDARD PI'S

Industry Standard PI's	Target	Achieved	Avg.
1 Letter detailing transfer in quote	10 days	na	83.7%
2 Letter detailing transfer out quote	10 days	na	83.8%
3 Process and pay refund	5 days	na	89.2%
4 Letter notifying estimate of retirement benefit	10 days	na	90.0%
5 Letter notifying actual retirement benefit	5 days	na	88.6%
6 Process and pay lump sum retirement grant	5 days	na	91.5%
7 Letter acknowledging death of member	5 days	na	90.8%
8 Letter notifying amount of dependant's benefits	5 days	na	85.2%
9 Calculate and notify deferred benefits	10 days	na	70.3%

Achieved industry standard PI's



The dark purple markers in the graph above show the average of all respondents achieving each performance indicator.

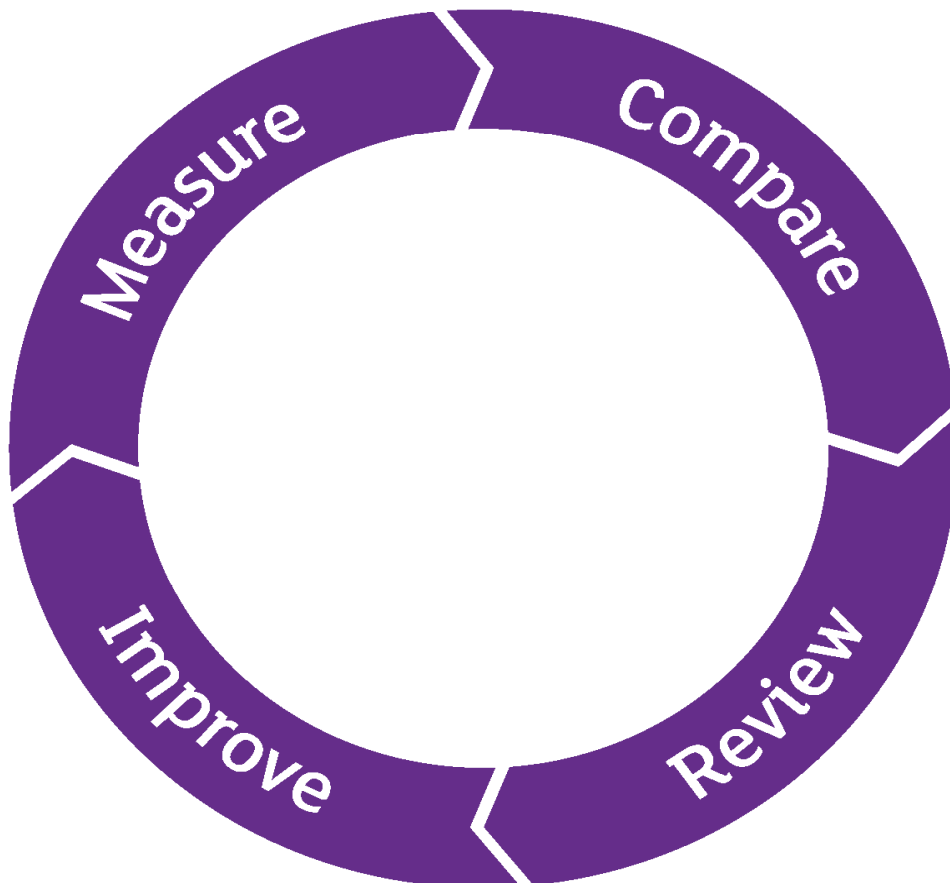
Source: Section 9, Questionnaire 2018

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Analytics & Research

pensions administration benchmarking club

2018 - South Yorkshire Pensions Authority Final Report



Useful Information

Throughout the report your figures are shown in tables and in graphical form. If you are not familiar with our reports we hope this page will help you to better understand the way we present this data.

Averages

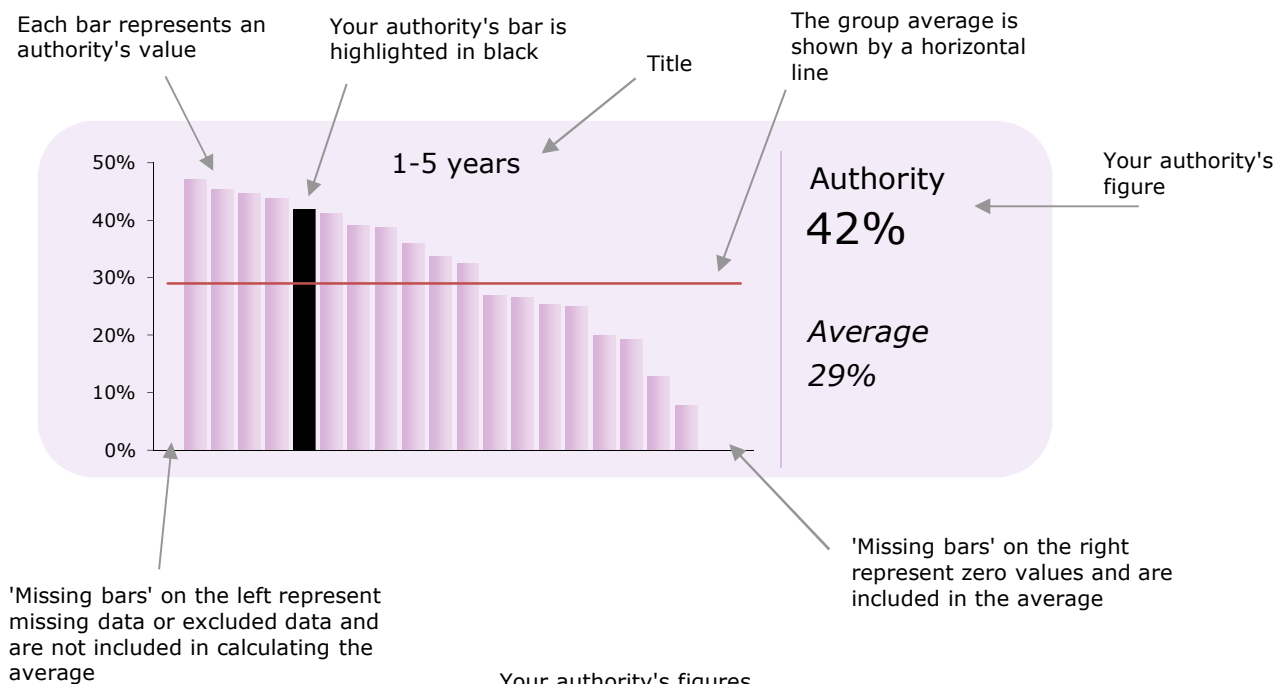
Almost all of our tables and charts compare your figure with a group average. The average is the unweighted mean value for the group. This average value ignores missing data, or data that we have excluded and for this reason sets of averages sometimes do not reconcile precisely.

Charts

We display a large amount of data on charts as this allows us to show the data for the entire group efficiently and gives far more information than a simple average (i.e. range of data, individual authority values etc.). Below we have annotated an example chart to help explain what they are showing.

Bar Charts

These are our standard method of displaying a full set of data



Staff experience	FTE	%	Avg
< 1 year	1.5	10%	9%
1-5 years	6.5	42%	29%
5-10 years	3.5	23%	21%
> 10 yrs	4.0	26%	41%
Total	15.5		

Introduction

This report compares your performance with other local authorities who have taken part in the Pensions Administration Benchmarking Club for 2018 and is divided into the following sections.

At the end of the Benchmarking process, your authority will also receive supplemental materials which will provide further depth to this report:

- **Interactive Report:** an Excel spreadsheet containing all the bar charts found in this report.
The user can change the charts to show custom comparator groups.
- **Database:** an Excel spreadsheet containing all the data submitted by club members this year.
The user can also populate a copy of the questionnaire with the data for any member.
- **Scrapbook:** a report containing an analysis of the responses to the text based parts of the questionnaire.

Contents

	Page
1 Summary	4
2 Cost Measures	5
3 Workload Measures	11
4 Staff Related Measures	21
5 Industry Standard Performance Indicators	23
6 Comparison by method of service delivery } <i>final report only</i>	24

Section 1 - Summary

This page provides a brief summary of the most salient aspects of the report.

Section 2 - Cost Measures

This section concentrates on cost/member ratios starting with total cost/member which is then broken down by staff costs, payroll costs, direct costs, overheads and income.

Section 3 - Workload Measures

The first measure of workload is the number of members in the scheme, which is shown along with a breakdown by class of membership. This is followed by an analysis of the number and type of LGPS employers.

Other workload measures include:

- Joiners and leavers with a full analysis of the various types of retirements
- Number of quotations provided and actual events processed
- Additional Voluntary Contributions (AVCs), Additional Regular Contributions/Additional Pension Contributions (ARCs/APCs) and Added years

Section 4 - Staff Related Measures

The measures included here are an analysis of staff numbers by pay band, pensions work experience and staff qualifications.

Section 5 - Industry Standard Performance Indicators

In this section we show how authorities perform against each of the LGPC performance indicators.

Section 6 - Comparison by Method of Service Delivery (final report only)

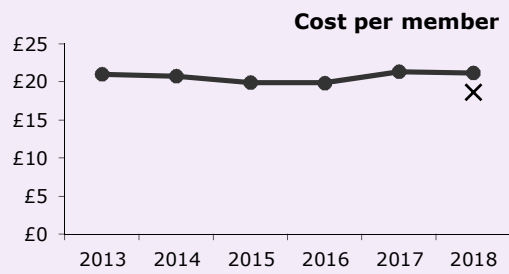
This shows members' costs and averages compared for in-house and externally managed pension schemes.

SECTION 1 - SUMMARY

5 Year Trend for Net Cost per Member

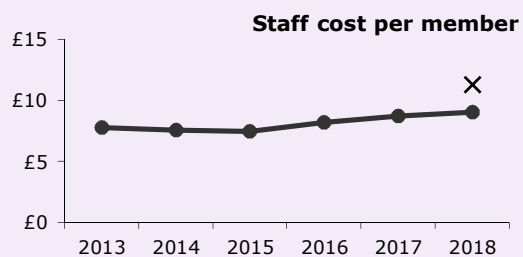
—●— Club average

X South Yorkshire Pens



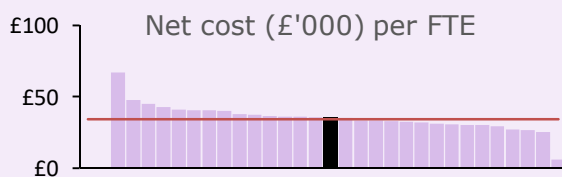
In 2017/18, South Yorkshire Pensions Authority had a net cost of £18.67 per member. The average cost per member for all authorities was £21.16. Left is the graph showing the 5 year trend for net cost per member for South Yorkshire Pensions Authority and the club average.

5 Year Trend for Staff Cost per Member



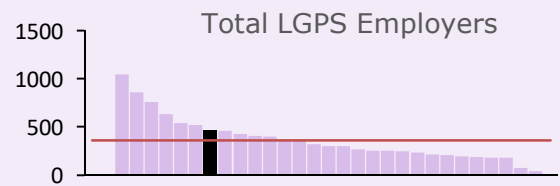
In 2017/18, South Yorkshire Pensions Authority had a net staff cost of £11.87 per member. The average staff cost per member for all authorities was £9.04. Left is the graph showing the 5 year trend for staff cost per member for South Yorkshire Pensions Authority and the club average.

Other Key Findings:



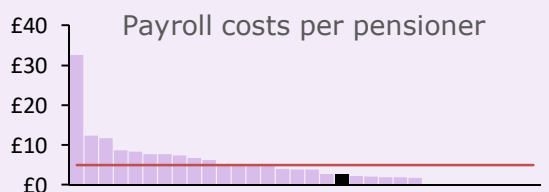
South Yorkshire
£35.50

Average
£34.03



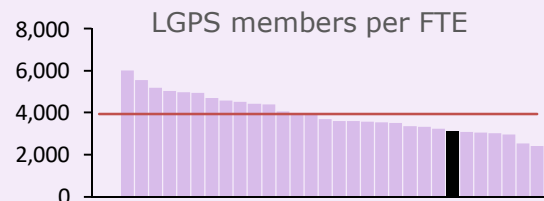
South Yorkshire
467

Average
357



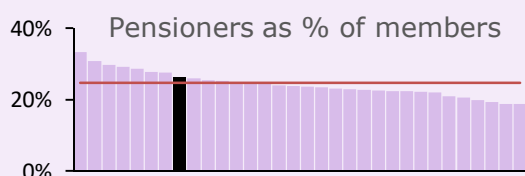
South Yorkshire
£2.53

Average
£4.89



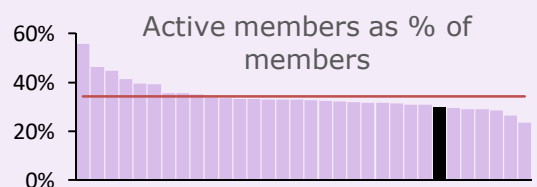
South Yorkshire
3,145

Average
3,925



South Yorkshire
26.3%

Average
24.8%



South Yorkshire
29.8%

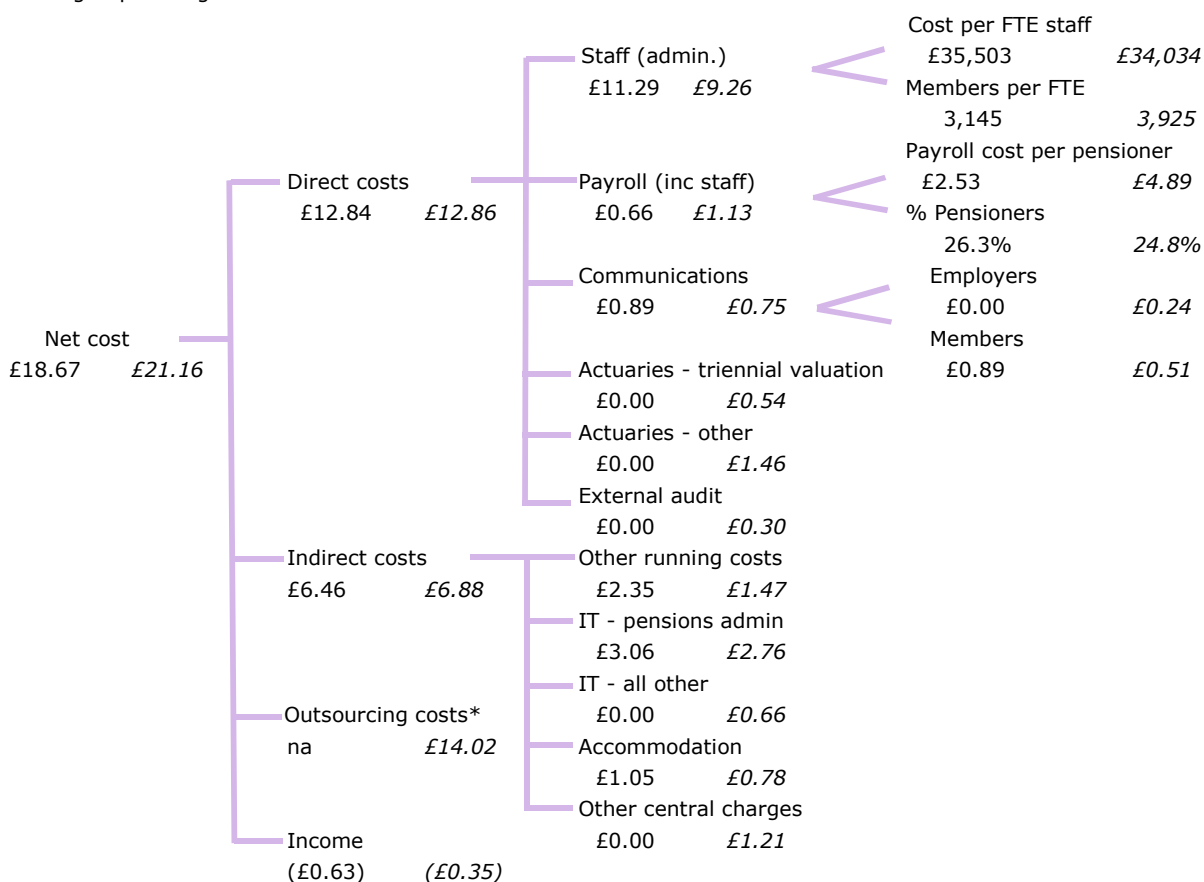
Average
34.4%

SECTION 2 - COST MEASURES

COST PER MEMBERS 2017/18

This tree diagram analyses the cost per member.

For each benchmark two figures are given, the first being South Yorkshire Pensions Authority's cost and the second (in italics) is the group average.



FTE Staff		LGPS admin section costs	£'000	£ per member	Avg.
Pension Section total	71.5	Staff - administration	1,871	11.29	9.26
less		Staff - payroll	96	0.58	0.35
IT staff	10.4	Payroll	14	0.08	0.78
Payroll staff	3.6	Communications - employers	-	-	0.24
Communications staff	2.0	Communications - members	148	0.89	0.51
Employing authority work	-	Actuaries - triennial valuation	-	-	0.54
Work for other schemes	-	Actuaries - other	-	-	1.46
Other work	2.8	External audit	-	-	0.30
Admin of LGPS	52.7	Total Direct Costs	2,129	12.84	12.86
		Other running costs	390	2.35	1.47
		IT - pensions admin.	507	3.06	2.76
		IT - all other	-	-	0.66
		Accommodation	174	1.05	0.78
		Other central charges	-	-	1.21
		Total Indirect Costs	1,071	6.46	6.88
		Outsourcing Costs*	-	na	14.02
		Gross Cost	3,200	19.30	21.48
		Income - members	(8)	(0.05)	(0.05)
		Income - employers	(60)	(0.36)	(0.23)
		Income - other	(37)	(0.22)	(0.06)
		Total Income	(105)	(0.63)	(0.35)
		Net Cost	3,095	18.67	21.16

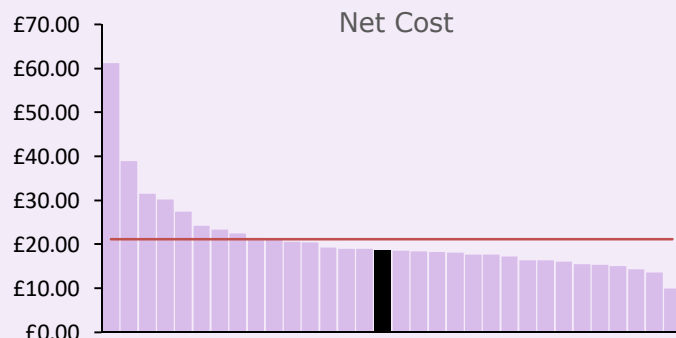
Total Scheme Membership	165,764
Pensioners	43,518

*Outsourcing costs average only includes those members who have outsourcing costs.

Source: Sections 2 & 3a, 2018 Questionnaire

COST PER MEMBER 2017/18 (continued)

Net Cost



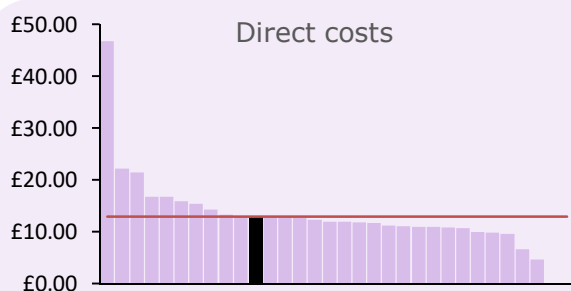
South Yorkshire
Pensions Authority

£18.67

Average

£21.16

Direct costs



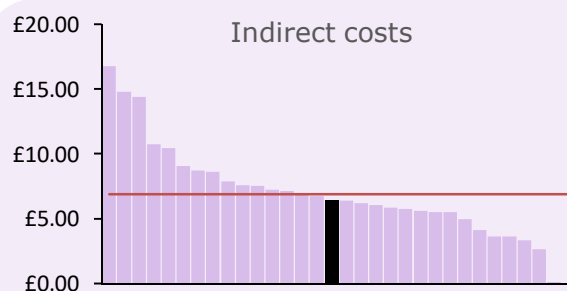
South Yorkshire

£12.84

Average

£12.86

Indirect costs



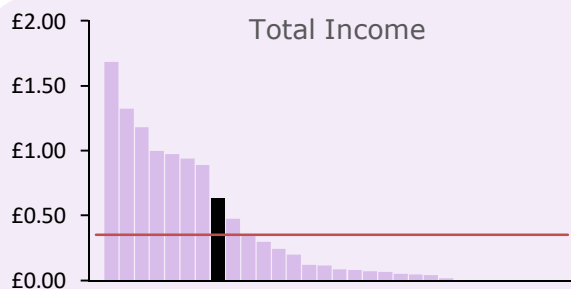
South Yorkshire

£6.46

Average

£6.88

Total Income



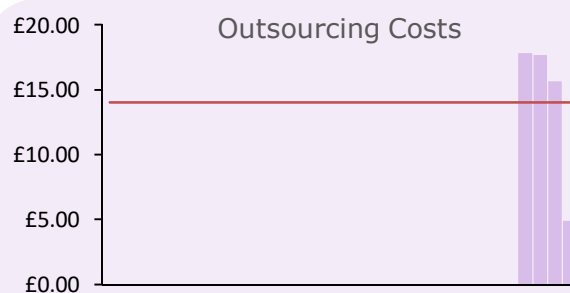
South Yorkshire

£0.63

Average

£0.35

Outsourcing Costs



South Yorkshire

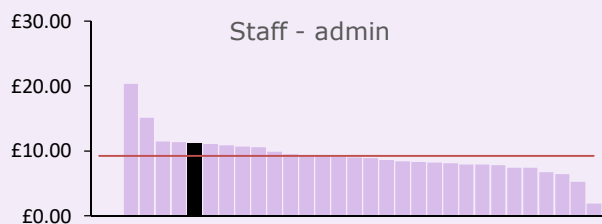
na

Average

£14.02

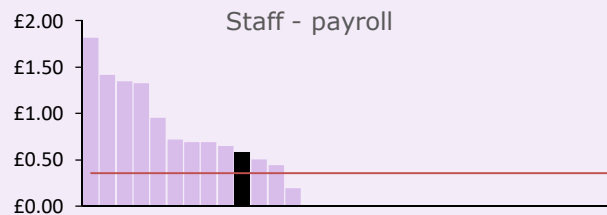
COSTS PER MEMBER - Direct Costs 2017/18

The following graphs are the costs that make up the direct costs that South Yorkshire Pensions Authority had during the financial year 2017/18.



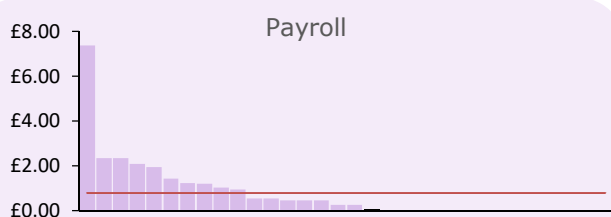
South Yorkshire
£11.29

Average
£9.26



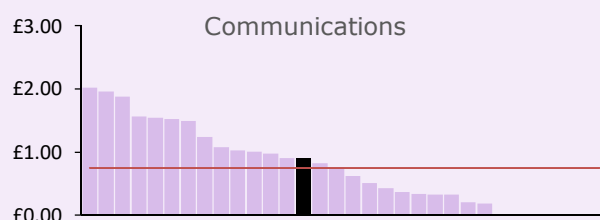
South Yorkshire
£0.58

Average
£0.35



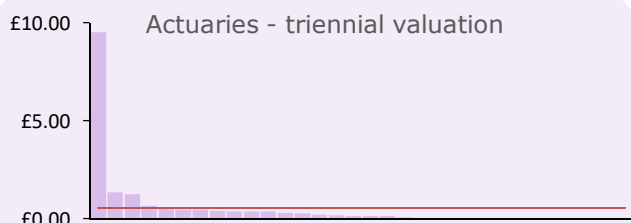
South Yorkshire
£0.08

Average
£0.78



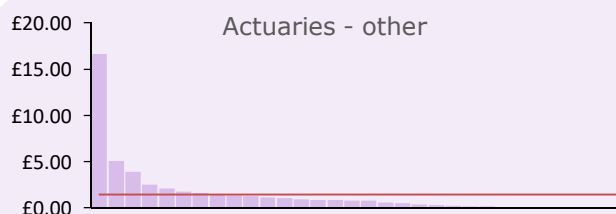
South Yorkshire
£0.89

Average
£0.75



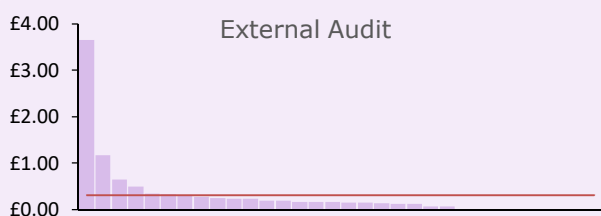
South Yorkshire
£0.00

Average
£0.54



South Yorkshire
£0.00

Average
£1.46

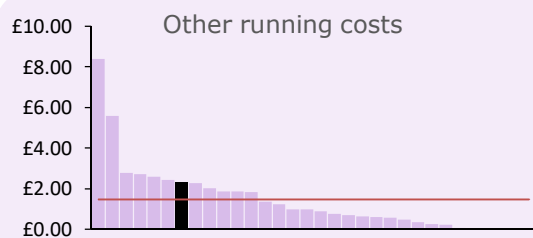


South Yorkshire
£0.00

Average
£0.30

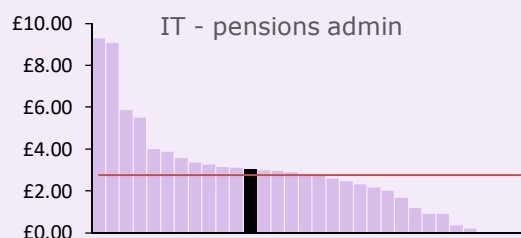
COSTS PER MEMBER - Indirect Costs 2017/18

The following graphs are the costs that make up the indirect costs that South Yorkshire Pensions Authority had during the financial year 2017/18.



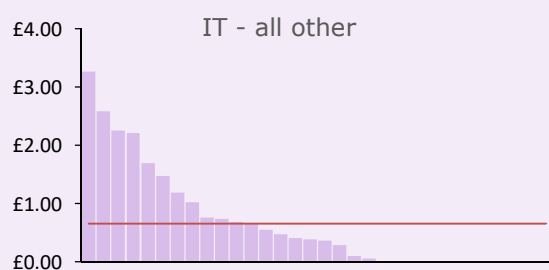
South Yorkshire
£2.35

Average
£1.47



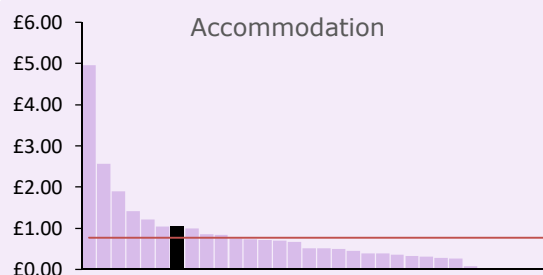
South Yorkshire
£3.06

Average
£2.76



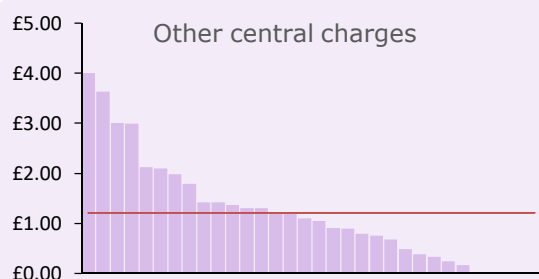
South Yorkshire
£0.00

Average
£0.66



South Yorkshire
£1.05

Average
£0.78

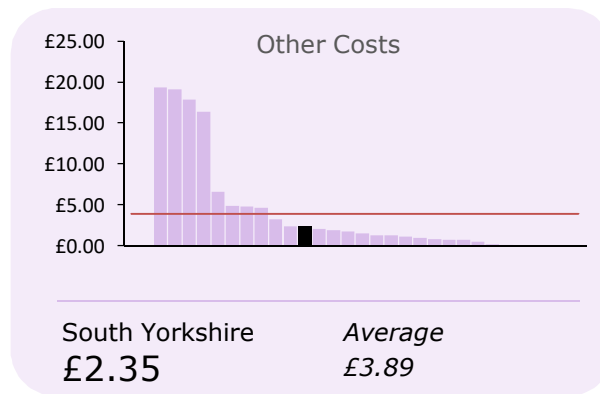
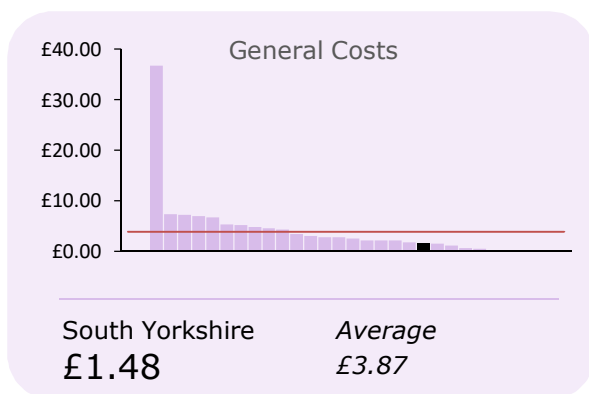
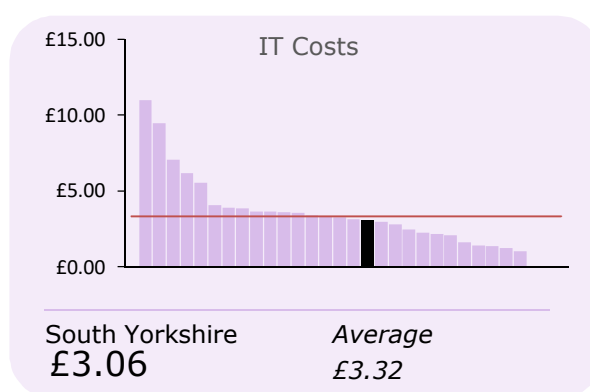
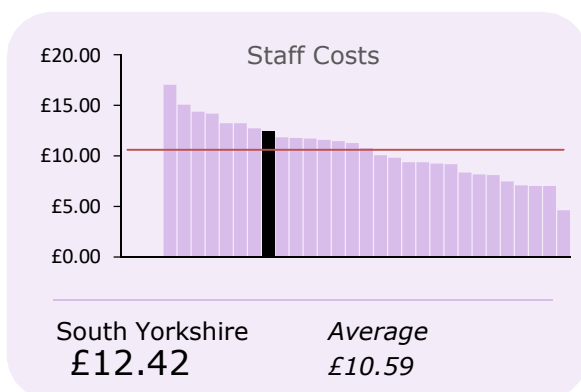
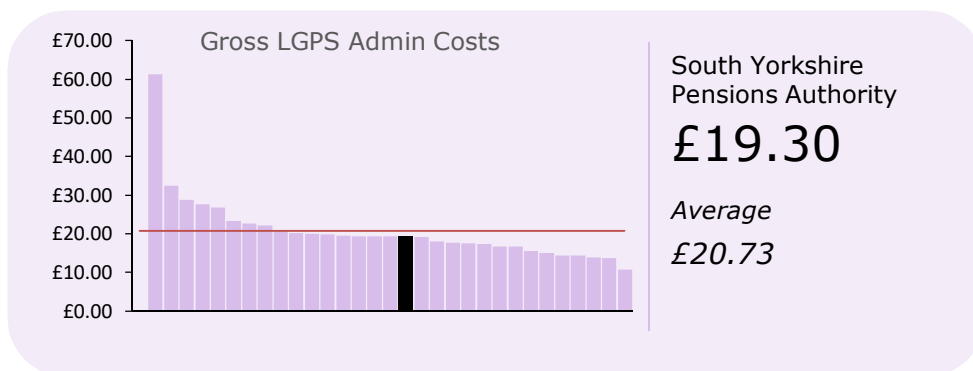


South Yorkshire
£0.00

Average
£1.21

Source: Section 3a, Questionnaire 2018

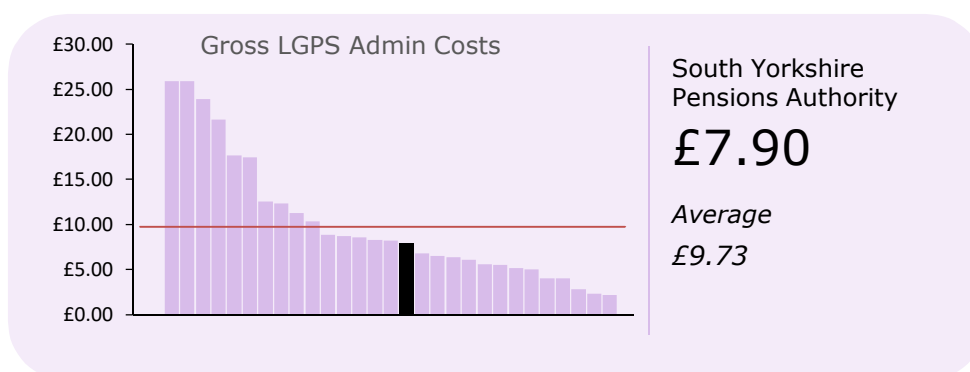
LGPS Management Expenses Analysis - Administration Costs 2017/18



LGPS Administration Expenses	£'000	£ per member	Avg.
Staff Costs	2,058	12.42	10.59
IT Costs	507	3.06	3.32
General Costs	245	1.48	3.87
Other Costs	390	2.35	3.89
Gross LGPS Admin Costs	3,200	19.30	20.73
Gross LGPS Income	105	0.63	0.80
Net LGPS Admin Costs	3,095	18.67	19.34

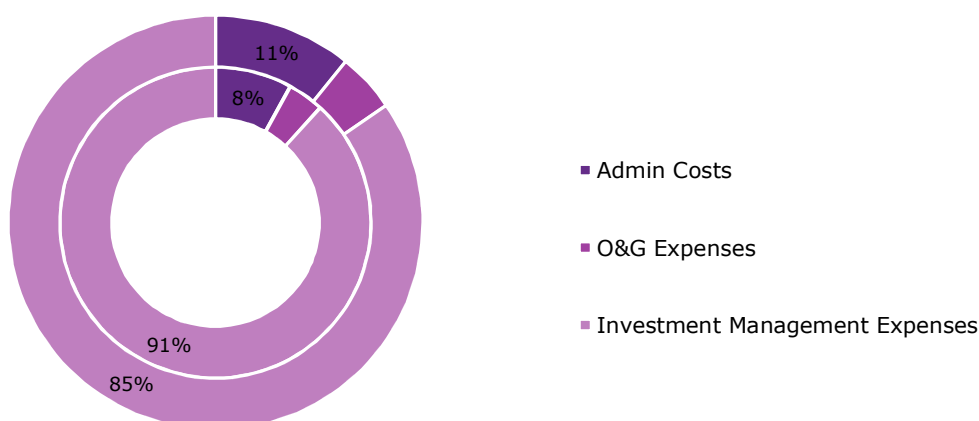
LGPS Management Expenses Analysis - Oversight & Governance Expenses 2017/18

LGPS O&G Expenses	£'000	£ per member	Avg.
Staffing costs	-	-	1.23
External costs	27	0.16	0.91
Investment advisory services costs	-	-	1.19
Independent advisors to the pension fund costs	52	0.31	0.69
Operation and support of the pensions committee costs	199	1.20	0.61
Governance and voting services costs	33	0.20	0.51
Statutory/non-statutory reporting staff and/or external costs	531	3.20	1.26
Legal services connected with investment management costs	-	-	0.66
Actuarial services costs	350	2.11	1.20
Tax advisory services costs	-	-	0.05
Internal audit costs	66	0.40	0.13
External audit costs	42	0.25	0.48
Accountancy services costs	-	-	0.48
Banking services (non-custody) costs	9	0.05	0.04
Transition management services costs	-	-	0.27
Total LGPS O&G Expenses	1,309	7.90	9.73



LGPS Management Expenses Summary 2017/18

LGPS Management Expenses	£'000	£ per member	Avg.
LGPS Administration Costs	3,095	18.67	19.34
LGPS Oversight and Governance Expenses	1,309	7.90	9.12
LGPS Investment Management Expenses	24,140	145.63	213.06
Total LGPS Management Expenses	28,544	172.20	235.12



The outer ring of the graph above is the figures for South Yorkshire Pensions Authority and the inner ring is the average figures. For local authorities with percentages less than 5%, these will not be shown.

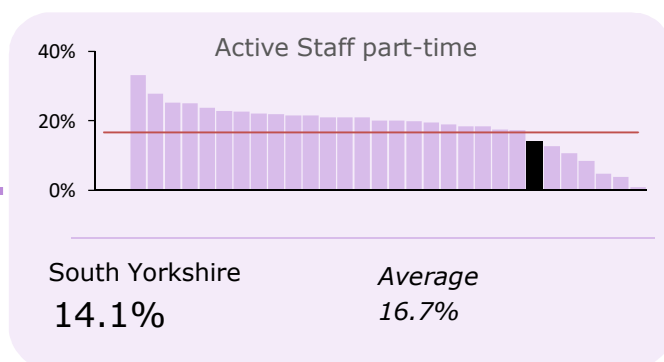
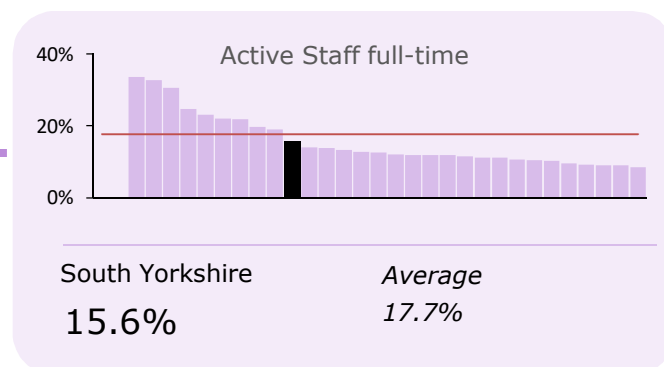
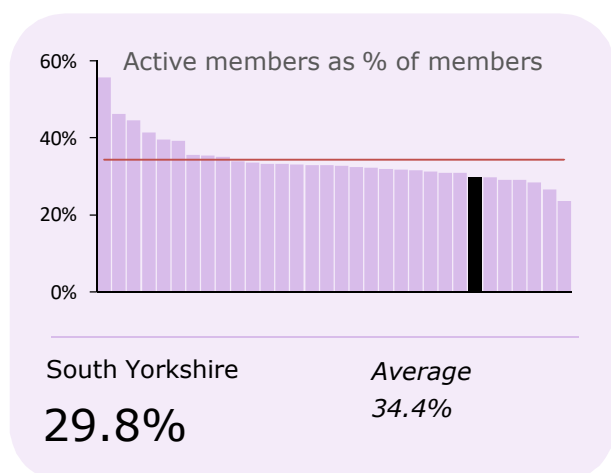
Source: Section 4c, 2018 Questionnaire

SECTION 3 - WORKLOAD MEASURES

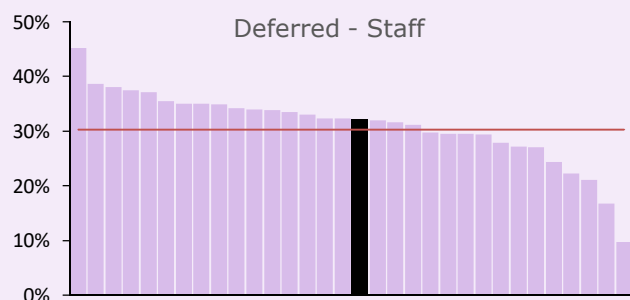
COMPOSITION OF MEMBERS AS AT 31/03/2018

Composition of members	Number	%	Avg.	Avg. %
Active:				
Full-time	25,940	15.6%	22,065	17.7%
Part-time	23,404	14.1%	20,760	16.6%
Sub-total	49,344	29.8%	42,824	34.3%
Deferred - Staff	53,427	32.2%	37,672	30.2%
Pensioners	43,518	26.3%	30,849	24.7%
Dependants	6,464	3.9%	4,813	3.9%
Frozen refunds	8,884	5.4%	4,574	3.7%
Leavers unprocessed/in progress	4,127	2.5%	4,042	3.2%
Total	165,764		124,773	

Active Members

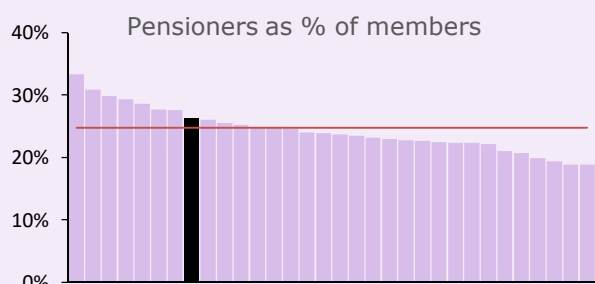


Non-Active Members



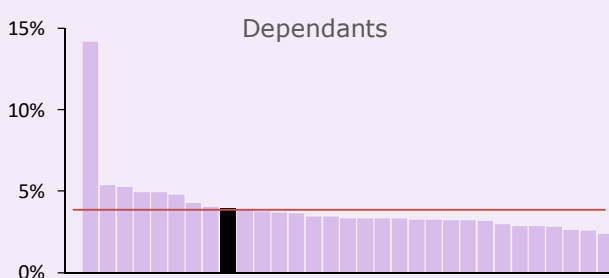
South Yorkshire
Pensions Authority
32.2%

Average
30.3%



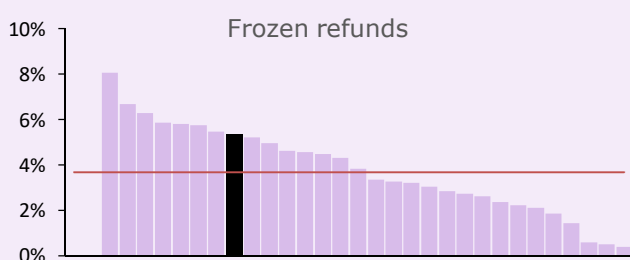
South Yorkshire
Pensions Authority
26.3%

Average
24.8%



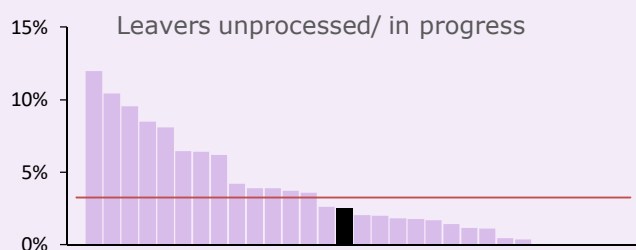
South Yorkshire
Pensions Authority
3.9%

Average
3.9%



South Yorkshire
5.4%

Average
3.7%



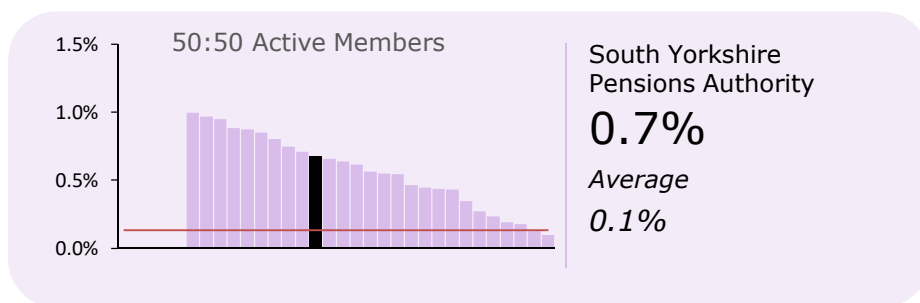
South Yorkshire
2.5%

Average
3.2%

Source: Section 5b, Questionnaire 2018

COMPOSITION OF MEMBERS AS AT 31/03/2018

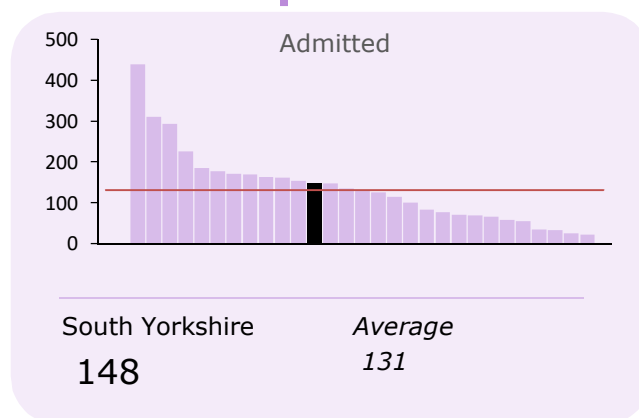
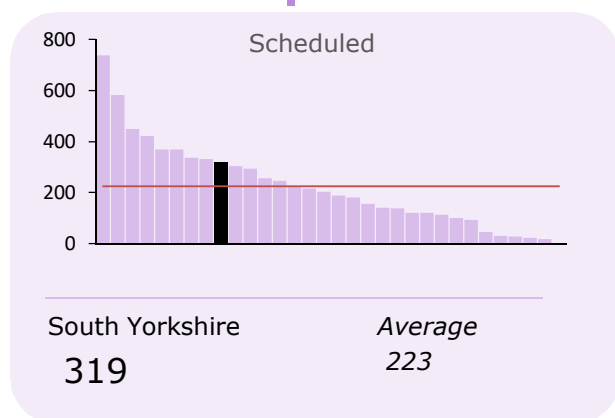
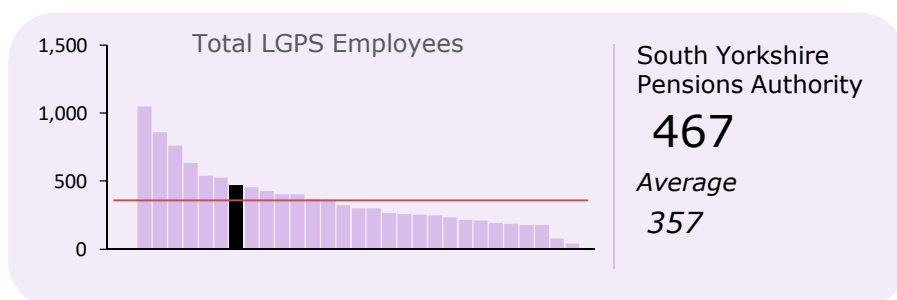
Composition of active members	Number	%	Avg.
50:50	336	0.7%	0.1%



NUMBER OF LGPS EMPLOYERS AS AT 31/03/2018

LGPS employers (31/03/2018)	Number	Avg.
Scheduled	319	223
Admitted	148	131
Total	467	357

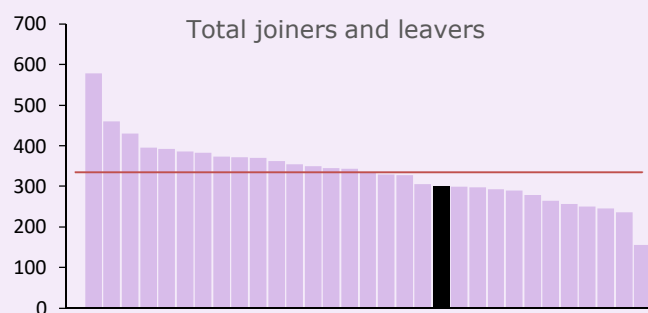
Employer changes 2017/18	+/- Changes		Admitted		Leaving	
	Number	Avg.	Number	Avg.	Number	Avg.
Scheduled	0	1	36	20	0	2
Admitted	-5	2	32	11	16	6



JOINERS & LEAVERS (per '000 active members) 2017/18

Joiners & Leavers	Number	'000	Avg.
Joining	8,326	169	190
Retiring	2,722	55	45
Deaths	1,438	29	25
Transferred out	443	9	11
Deferred	1,899	38	52
Opted out	NA	na	19
Total	14,828	301	334

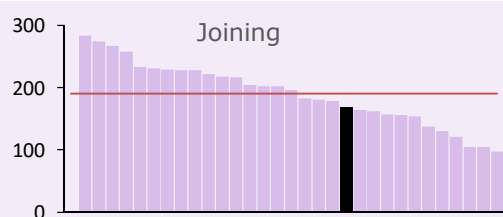
Active members 49,344



South Yorkshire
Pensions Authority

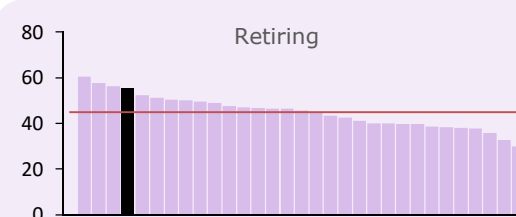
301

Average
334



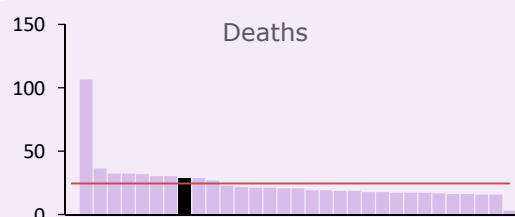
South Yorkshire
169

Average
190



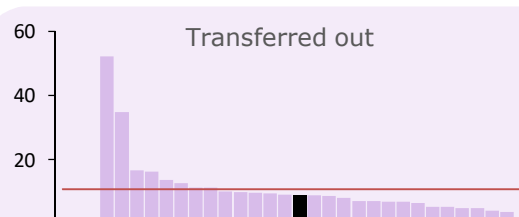
South Yorkshire
55

Average
45



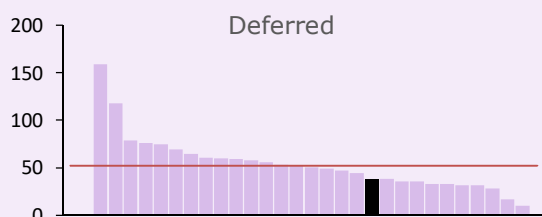
South Yorkshire
29

Average
25



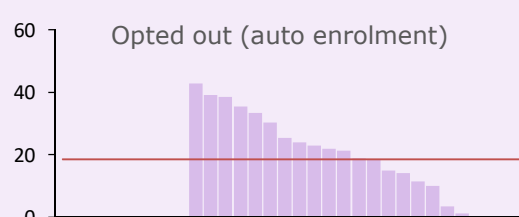
South Yorkshire
9

Average
11



South Yorkshire
38

Average
52



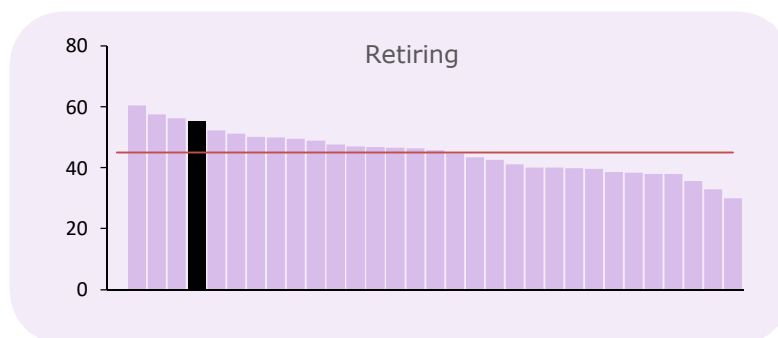
South Yorkshire
na

Average
19

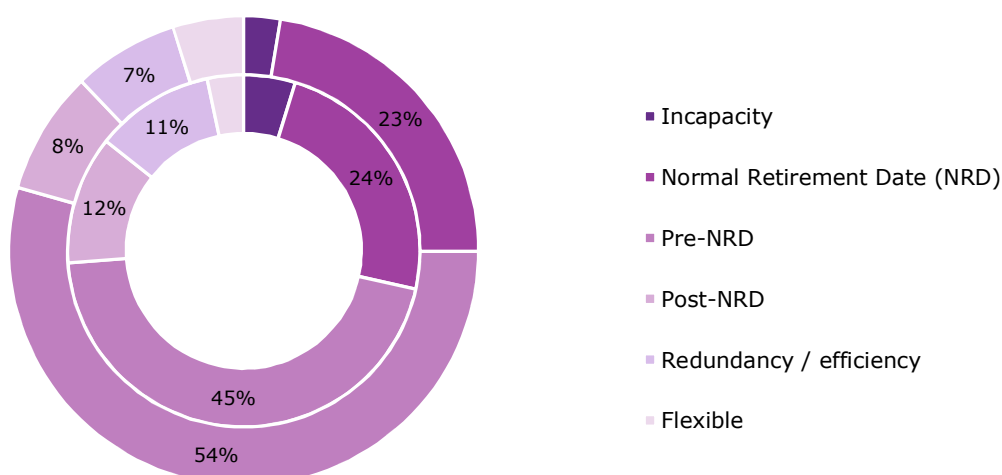
RETIRING 2017/18 (per '000 active members)

	Total number	per active members	Average (per '000)
Total LGPS members retiring	2,722	55	45

Active members 49,344



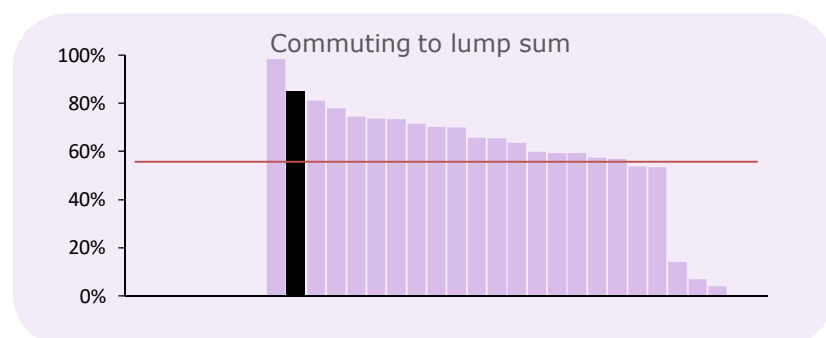
Retirements



The outer ring of the graph above is the figures for South Yorkshire Pensions Authority and the inner ring is the average figures. For local authorities with percentages less than 5%, these will not be shown.

Retirements commuting to lump sum

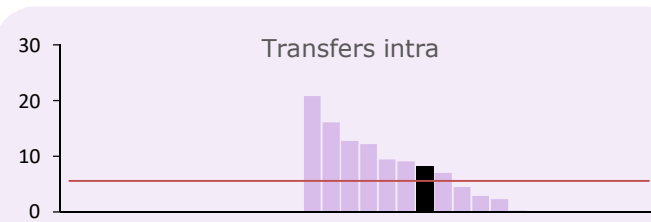
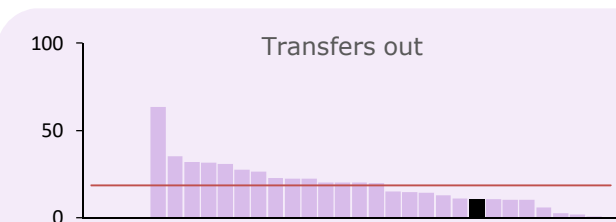
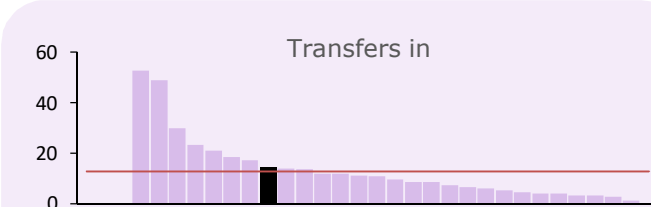
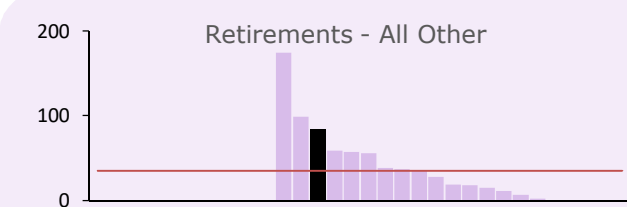
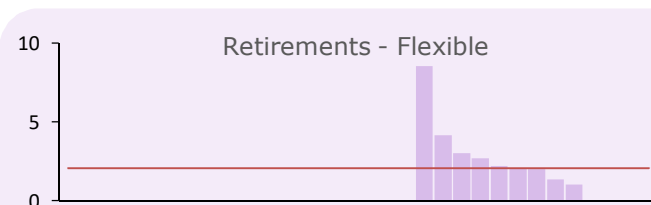
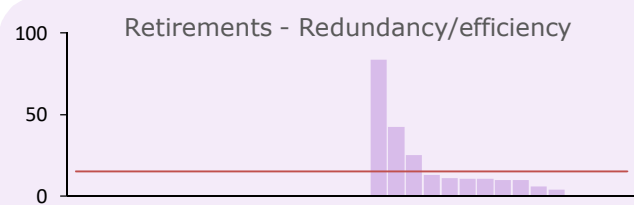
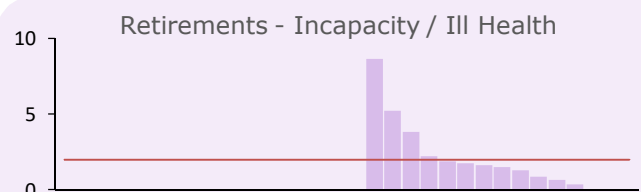
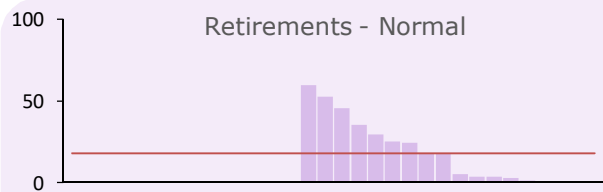
Number	% total	Avg.
2,313	85%	56%



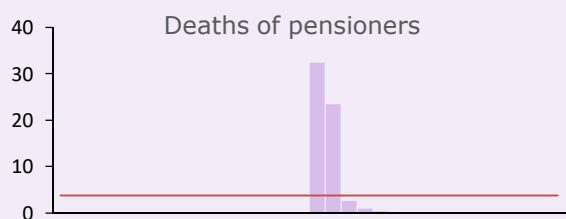
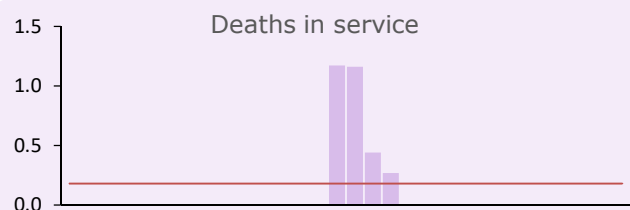
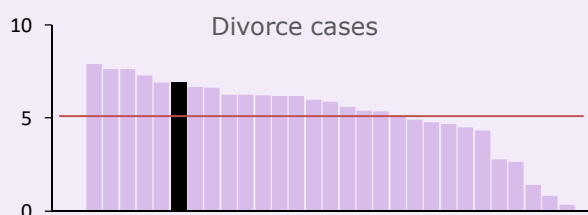
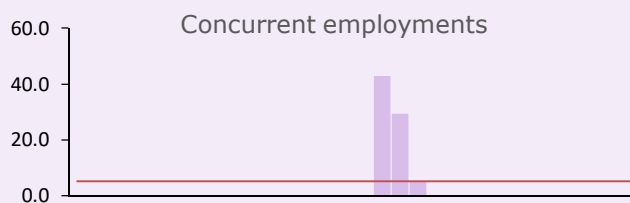
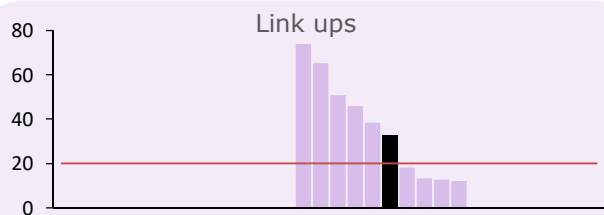
NUMBER OF QUOTATIONS PROVIDED IN 2017/18 (per '000 active members)

Number of bulk transfers	Number	'000	'000 Avg.
TUPE - in	na	na	0.6
TUPE - out	na	na	0.5
Academies	58	1.2	5.9

Quotations provided	Number	'000	Avg.	Active members
TUPE - in	na	na	-	49,344
TUPE - out	na	na	0.0	
Academies	na	na	-	
Transfers in	709	14.4	12.9	
Transfers out	525	10.6	18.3	
Transfers intra	400	8.1	5.6	
Retirements:				
- Normal	na	na	18.1	
- Incapacity/ill-health	na	na	2.0	
- Redundancy/efficiency	na	na	15.2	
- Flexible	na	na	2.1	
- All other	4,181	84.7	35.2	
Link ups	1,617	32.8	20.2	
Concurrent employments	-	-	5.2	
Divorce cases	340	6.9	5.1	
Deaths in service	-	-	0.2	
Deaths of pensioners	-	-	3.7	

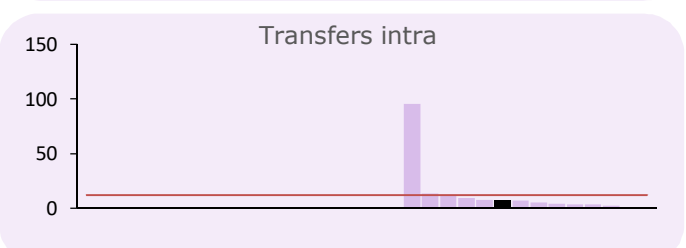
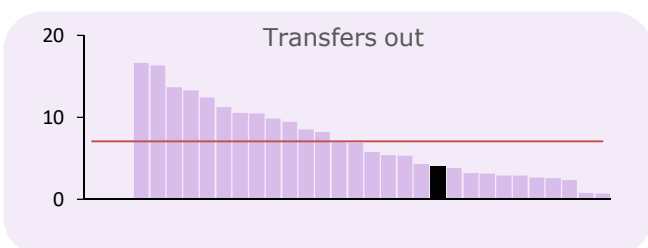
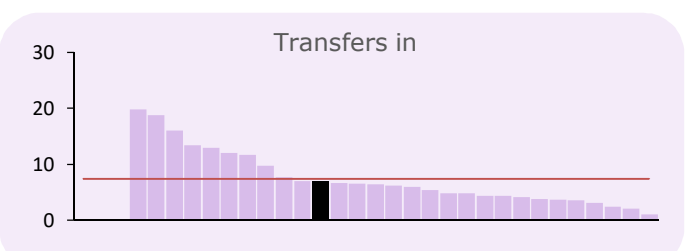
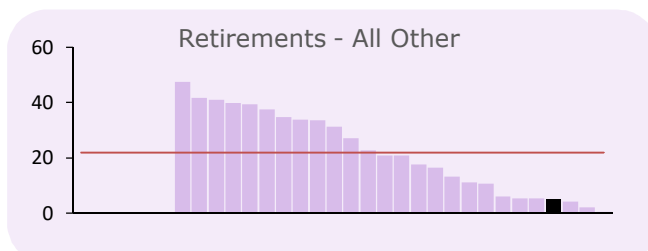
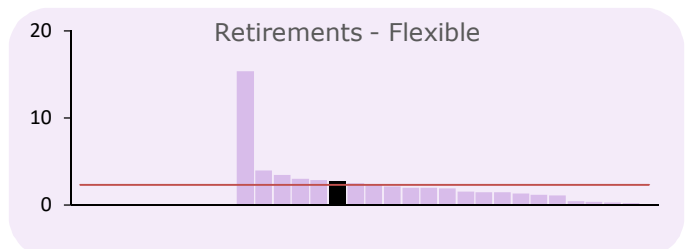
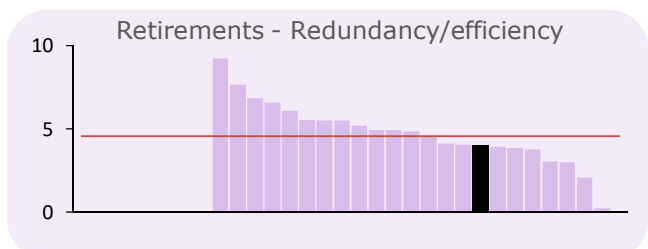
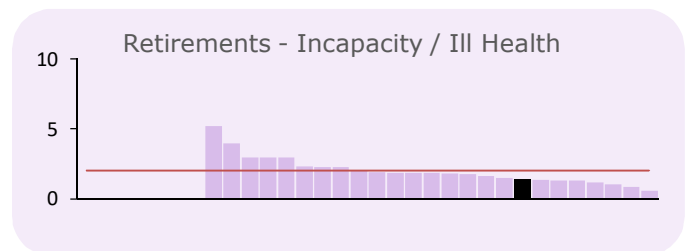
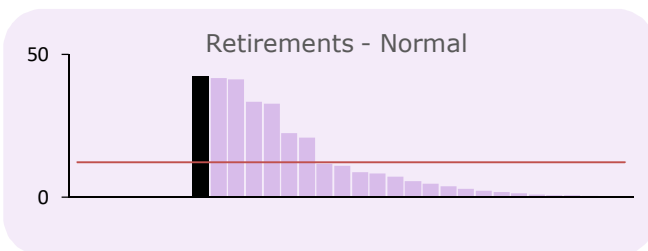


NUMBER OF QUOTATIONS PROVIDED IN 2017/18 (continued)

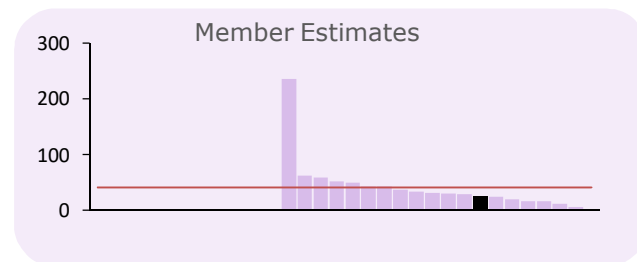
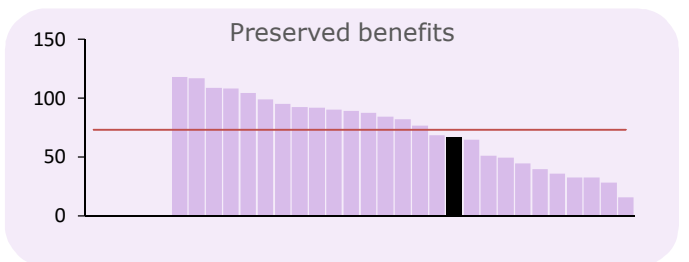
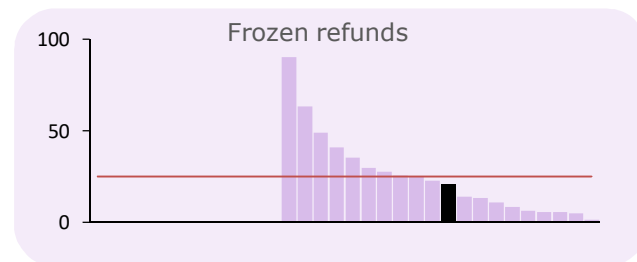
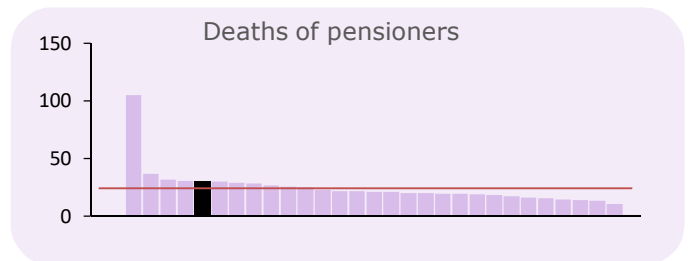
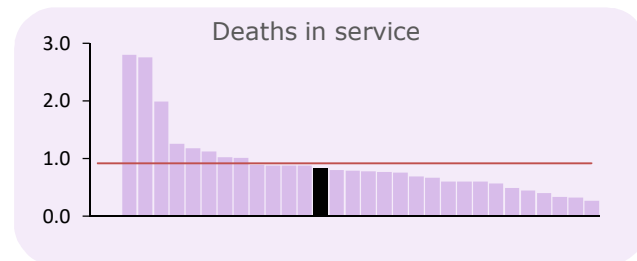
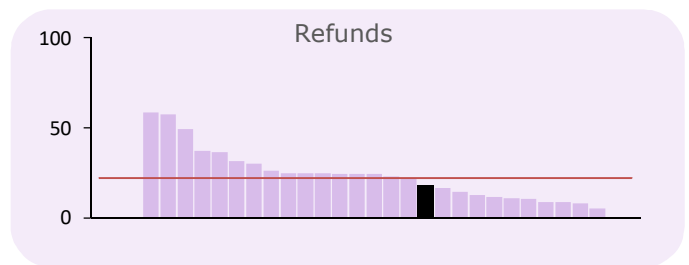
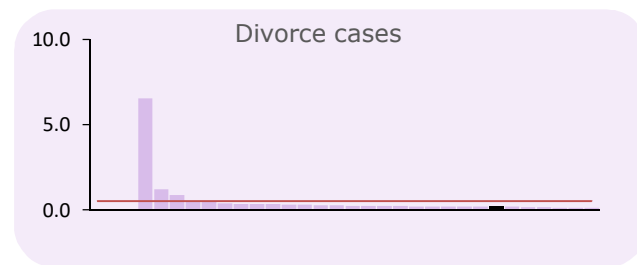
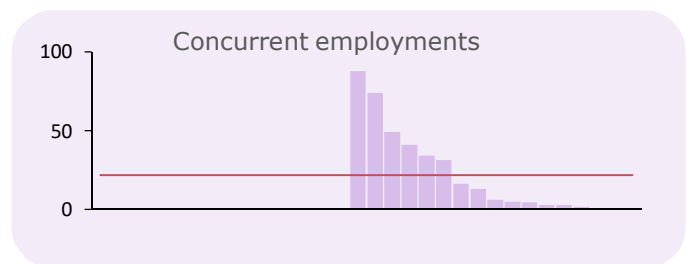
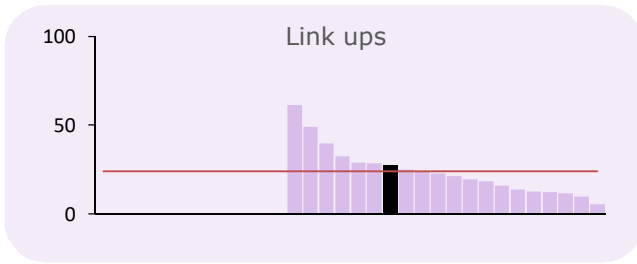


NUMBER OF ACTUAL EVENTS PROCESSED IN 2017/18 (per '000 active members)

Actual events	Number	'000	'000 Avg.	Active members
TUPE - in	na	na	na	49,344
TUPE - out	na	na	41.7	
Academies	58	1.2	14.9	
Transfers in	338	6.8	7.4	
Transfers out	194	3.9	7.0	
Transfers intra	380	7.7	12.5	
Retirements:				
- Normal	2,092	42.4	12.2	
- Incapacity/ill-health	68	1.4	2.0	
- Redundancy/efficiency	198	4.0	4.6	
- Flexible	133	2.7	2.3	
- All other	231	4.7	21.9	
Link ups	1,352	27.4	24.0	
Concurrent employments	58	1.2	22.1	
Divorce cases	9	0.2	0.5	
Refunds	888	18.0	22.3	
Deaths in service	41	0.8	0.9	
Death of pensioners	1,481	30.0	24.0	
Frozen refunds	1,017	20.6	24.9	
Preserved benefits	3,268	66.2	73.0	
Single Status / Job Evaluation	-	na	na	
Members Estimates	1,177	23.9	41.1	

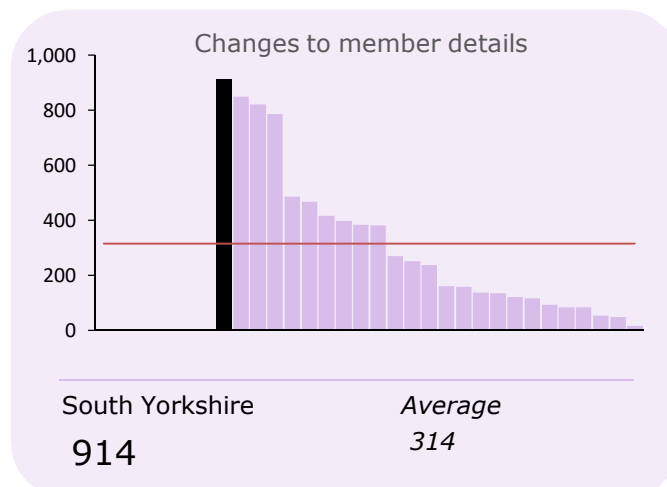
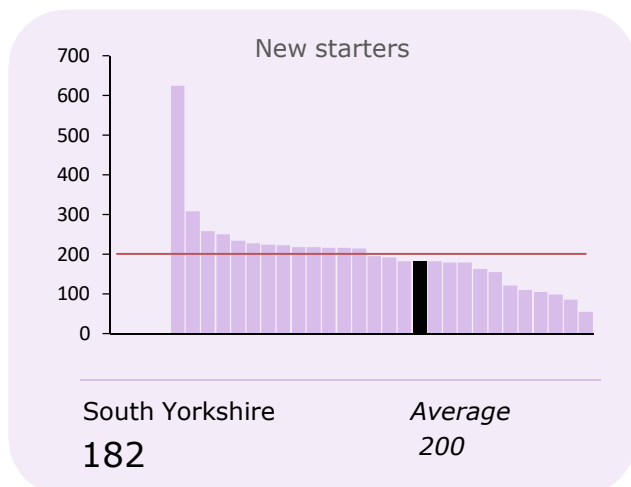


NUMBER OF ACTUAL EVENTS (continued)



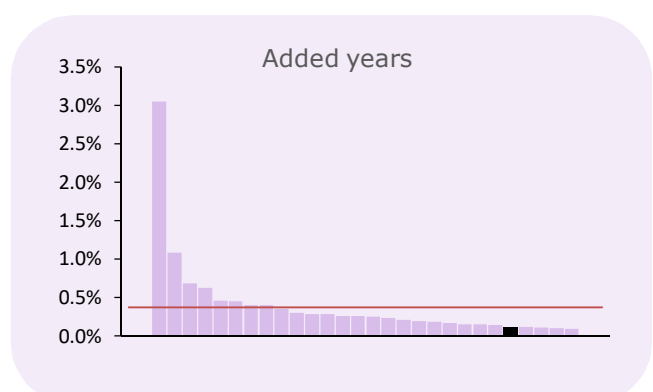
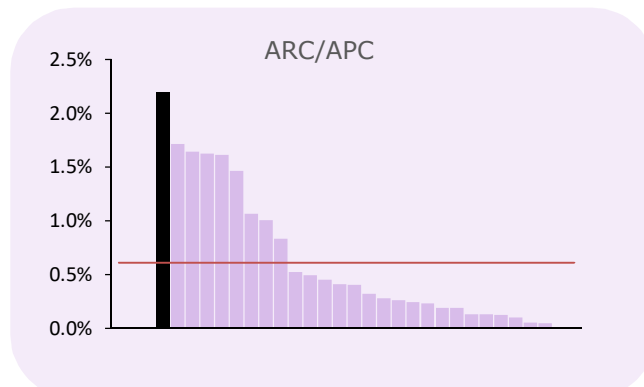
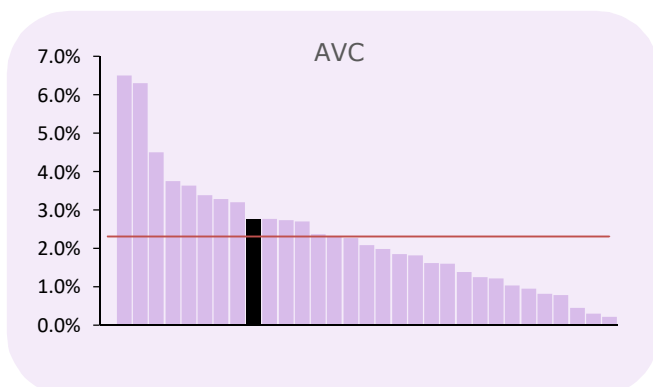
ACTUAL CALCULATIONS 2017/18 (per '000 active members)

Actual calculations	Number	per '000	Avg.	Active members
New starters	8,997	182	200	49,344
Changes to member details	45,079	914	314	



AVCs, ARCs and added years 2017/18 (as a % of active members)

Contributors to AVCs and ARCs	Number	%	Avg.	Active members
Currently contributing				49,344
- AVC	1,362	2.8%	2.3%	
- ARC/APC	1,082	2.2%	0.6%	
- Added years	58	0.1%	0.4%	
Total	2,502	5.1%	3.1%	



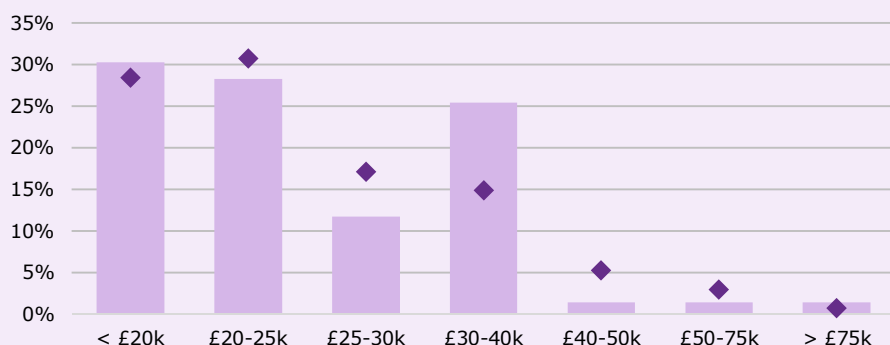
SECTION 4 - STAFF RELATED MEASURES

as at 31 March 2018

Staff Pay	FTE	%	Avg.
> £75k	1.0	1.4%	0.7%
£50-75k	1.0	1.4%	2.9%
£40-50k	1.0	1.4%	5.2%
£30-40k	18.2	25.5%	14.8%
£25-30k	8.4	11.7%	17.1%
£20-25k	20.2	28.3%	30.8%
< £20k	21.7	30.3%	28.5%
Total	71.5		

Staff Experience	FTE	%	Avg.
< 1 year	12.2	17%	10%
1-5 years	10.6	15%	27%
5-10 years	7.5	10%	18%
10-15 years	13.7	19%	15%
> 15 years	27.5	38%	30%
Total	71.5		

Staff Pay



Staff Experience

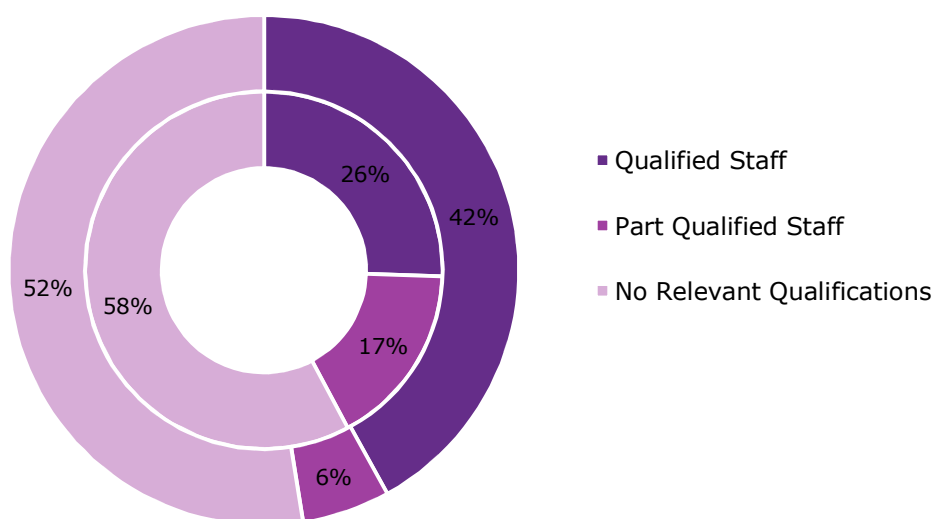


The dark purple markers in the graphs above show the average of all respondents achieving each performance indicator.

STAFF QUALIFICATIONS

as at 31 March 2018

Staff Qualifications	FTE	%	Avg.
Qualified Staff	30.0	42%	26%
Part Qualified Staff	4.0	6%	17%
No Relevant Qualifications	37.5	52%	58%
Total	71.5		
Number in Training	4.0	6%	6%

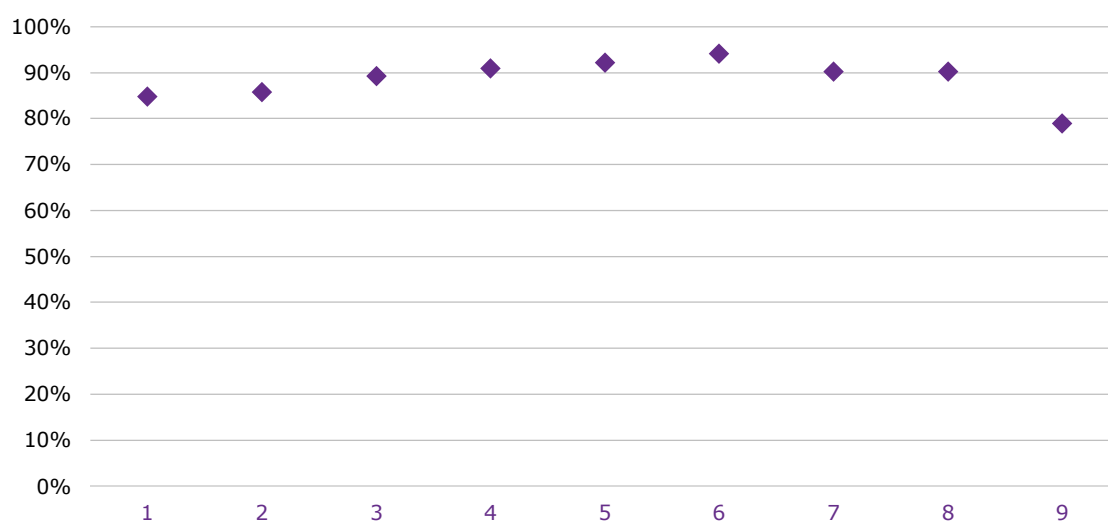


The outer ring of the graph above is the figures for South Yorkshire Pensions Authority and the inner ring is the average figures. For local authorities with percentages less than 5%, these will not be shown.

SECTION 5 - INDUSTRY STANDARD PI'S

Industry Standard PI's	Target	Achieved	Avg.
1 Letter detailing transfer in quote	10 days	na	84.9%
2 Letter detailing transfer out quote	10 days	na	85.9%
3 Process and pay refund	5 days	na	89.3%
4 Letter notifying estimate of retirement benefit	10 days	na	91.0%
5 Letter notifying actual retirement benefit	5 days	na	92.4%
6 Process and pay lump sum retirement grant	5 days	na	94.2%
7 Letter acknowledging death of member	5 days	na	90.4%
8 Letter notifying amount of dependant's benefits	5 days	na	90.4%
9 Calculate and notify deferred benefits	10 days	na	79.1%

Achieved industry standard PI's



The dark purple markers in the graph above show the average of all respondents achieving each performance indicator.

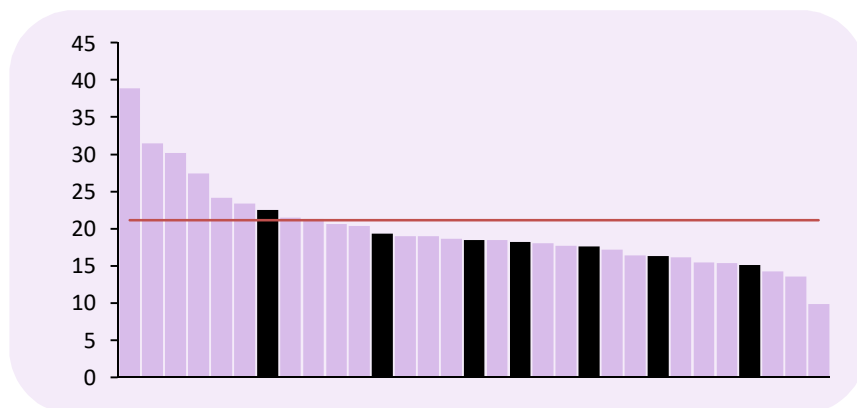
Source: Section 9, Questionnaire 2018

SECTION 6 - COMPARISON BY METHOD OF SERVICE DELIVERY

COMPARISON OF OUTSOURCED/IN-HOUSE MEMBERS

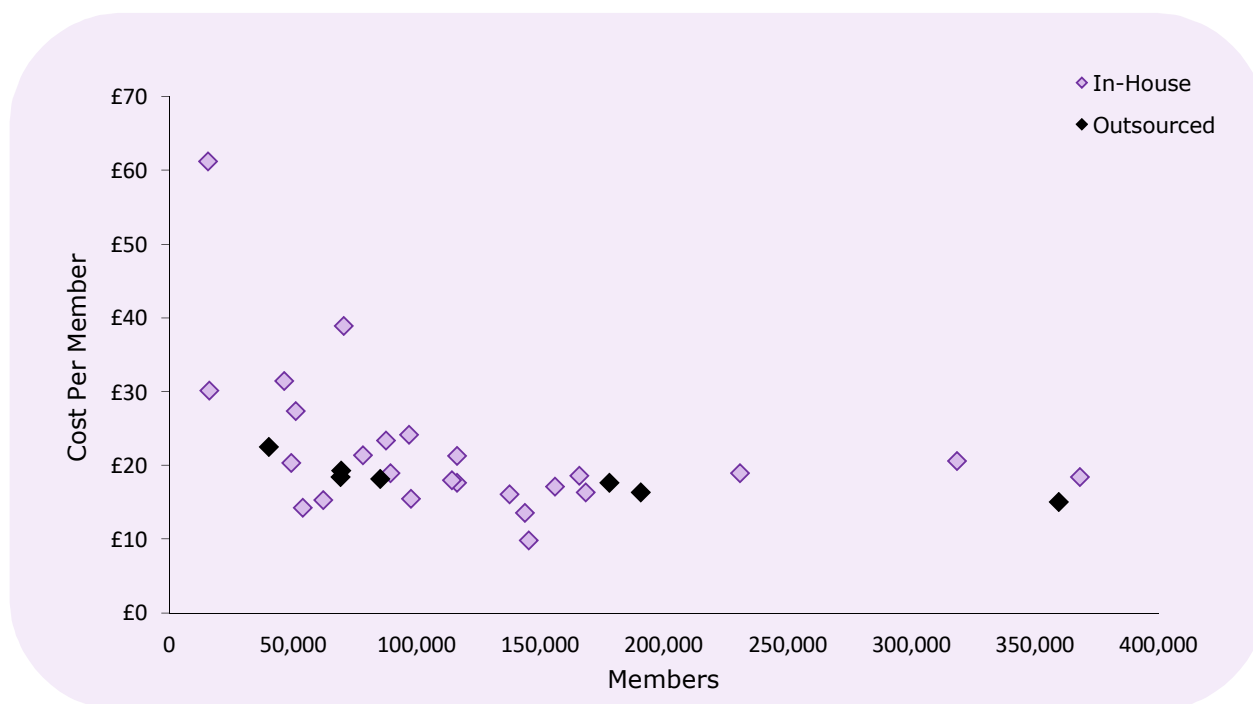
Total members with data:	33
Outsourced members:	7

LGPS ADMIN COST PER MEMBER (INCLUDING PAYROLL)



	Cost	Members	Cost per Member
South Yorkshire Pensions A	£3,095	165,764	£18.67
Club average	£2,319	124,497	£21.16
Outsourced average	£2,393	141,645	£18.23
In-house average	£2,298	119,695	£21.98

COST PER MEMBER COMPARED WITH NUMBER OF MEMBERS



Source: Section 1, Questionnaire 2018

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We also do...

In addition to Pensions, other Benchmarking Clubs include Accountancy, Creditors, Debtors and Payroll.

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To learn more about other benchmarking clubs in areas such as Adult Social Care and Children's Services, or to see our Value for Money indicator stream, please see our website:

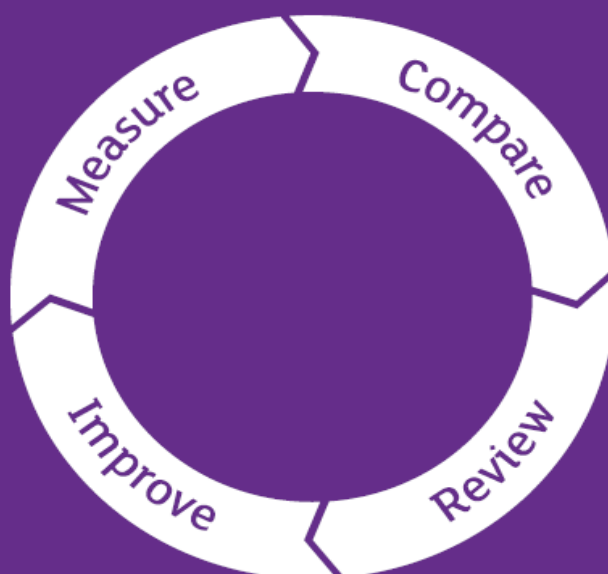
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SOUTH YORKSHIRE PENSIONS AUTHORITY

LOCAL PENSION BOARD

14 March 2019

Report of the Head of Pensions Administration

REVIEW OF BREACHES, COMPLAINTS and COMPLIMENTS

1) Purpose of the Report

To update members on the latest available record of reported breaches and provide details of the complaints reporting for Quarter 3.

2) Recommendations

Members are recommended to:-

- note the latest available breaches summary and comment on any further reporting requirements or actions
 - note the revised reporting summary of complaints received and comment on any further requirements
-

3. Background Information – Breach Reporting

3.1 **Appendix A** provides a record of the single breach that has occurred since the last Board meeting. This related to a diminishing issue where a member of staff had incorrectly enveloped a statement of benefits intended for another scheme member.

3.2 The Board had previously been advised that the production of our library of standard letters was being moved across to hybrid mail on a phased basis to minimise the risk of this sort of breach occurring. The letter template relating to the breach in question was migrated to hybrid mail immediately after the breach and all commonly used letters have now been migrated to this method. It is anticipated that this will minimise any future breaches of this type.

4. Complaints Reporting – Quarter 3

4.1 A description of complaints received in the previous quarter has been routinely provided to the Board. The Board were particularly interested in understanding whether any complaints received were indicative of a wider process issue which needed review/improvement.

- 4.2 Taking these comments into account, the complaint summary has been set out in **Appendix B**. In addition to other data, this revised summary indicates whether any wider procedural or improvement action was identified as a result of a complaint having been received.
- 4.3 It should be noted that, for Quarter 3, two of the six complaints were the responsibility of the administration team, though none have been deemed to require procedural change. The remaining four complaints were, at least in part, outside of SYPA control.
- 4.4 Members will note that three of the complaints were not responded to within the three day target response time. One was a day late being answered and two were four days late but their arrival had coincided with the officer responsible for dealing with complaints being out of the office for all but two of the seven working days involved (over the festive period).
- 4.5 This single point of failure has now been addressed with responsibility for handling complaints instead being passed to a group of team managers to ensure an appropriate level of cover.
5. Implications and risks
- Financial – None.
 - Legal – None.
 - Diversity – None.
 - Risk – None.

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Background papers used in the preparation of this report are available for inspection at the offices of the Authority in Barnsley.

SYPA Record of Breaches

Year	Ref	Date Identified	Type of Breach (e.g. personal data, contributions, criminal activity, etc)	Description	Action Taken in Response to Breach	Possible Impact (Red/Amber/ Green)	Date Reported to Local Pension Board or Authority	Reported to Pensions Regulator or other statutory body (e.g. ICO)?	Reported to Data Protection Officer?	Details of any follow up actions taken/required or wider implications	Breach Open/Closed
2018/19	20	22/01/2019	Personal Data	Preserved benefit into payment letter for Member (A) was sent to Member (B) in error as a result of officer not using window envelopes and appending address labels. Wrong label appended to member A's enveloped letter	Member initially unhappy but raised no complaint.	Green	14/03/2019 (LPB)	NO	NO	Incident occurred immediately before this standard letter was switched to hybrid mail so there should be no recurrence for this case type.	Open pending any Board comments

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COMPLAINT SUMMARY

Quarter 3

Reference	Complainant	Nature of Complaint	Response issued within target response time?	Responsible party	Follow up actions required/taken?
C5	Deferred Member	Member had not received his PB statement	YES	Employer	SYPA was awaiting the Leaver form from the employer. This was pursued with employer.
C6	Retired Member	Member had retired in August but problems with payroll provider had resulted in member still not being paid by December	YES	Employer/SYPA Pensions Admin'	SYPA should have chased payroll provider more pro-actively for missing Leaver form. Team responsible for this provider briefed on escalation process.
C7	Active Member	Member's service had been automatically aggregated as part of the aggregation exercise but he wanted to see his options and complained that he hadn't been given them	NO*	SYPA Pensions Admin	None required. Member's real concerns were about the safety of his pension and retained ability to retire at 60. A full explanation was provided to the member and he was content with the response.
C8	Deferred Refund Member	Member wished to transfer out his deferred refund to a personal pension	NO*	SYPA Pensions Admin?	None required. Member has misunderstood the requirements of the documentation that had been issued to be completed before the transfer could be paid. Once understood and documentation provided the transfer was paid quickly.
C9	Deferred Member	Member unhappy about delay in issuing retirement quotation for two sets of deferred benefits.	NO*	Employer	None required. Leaver form was required from employer for second set of deferred benefits - was subsequently resolved with employer and quotation issued to member.
C10	Deferred Member	Member had been on unpaid maternity leave prior to resignation and wished to know the implications for her pension. Enquiry had not been responded to hence complaint.	YES (Initially)	Employer/SYPA Pensions Admin'	Initial explanation was provided but member then raised further queries about the paid maternity leave which were raised with employer but member should have been kept updated. Issue discussed with member of staff.

* Complaints arrived during a period when designated Complaints Manager was absent. Responsibility for handling complaints now delegated to a series of Team Managers.

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SOUTH YORKSHIRE PENSIONS AUTHORITY

LOCAL PENSION BOARD

14 March 2019

Report of the Clerk

ARRANGEMENTS FOR CHAIRING THE LOCAL PENSION BOARD

1) Purpose of the Report

To allow the Board to consider future options for the chairing of the Board.

2) Recommendations

Members are recommended to:

- a) **Consider the information set out in this report and decide on which option they would wish to recommend to the Authority.**
-

3) Background Information

3.1 At its last meeting the Board received notification of the resignation of the Chair and Vice Chair due to changes in circumstances and work pressures. This gives an opportunity for the Board to consider future arrangements in this area.

3.2 The role of Chair of the Local Pension Board carries all the responsibilities of an individual member in terms of maintaining knowledge and skills and so on together with additional responsibilities for providing leadership to the work of the Board including the planning of the agenda, ensuring that all members have access to appropriate learning and development opportunities. The Chair is also responsible for providing an effective link between the Board and the Authority. The time commitment has not been measured but could be estimated to be up to twice as much as for a Board member. Given the scrutiny role performed by the Board it is important that the Chair is able to lead the development of an agenda in consultation with the officers rather than being led by the officers.

- 3.3 The options available for filling the role of Chair are:
- a) For the Chair to alternate between employer and scheme member representatives after each three year appointment cycle (the current arrangement).
 - b) To appoint an independent non-voting chair.
- 3.4 The current arrangement works in a situation where there is stability in the membership of the Board. However, for various reasons membership of the Board has become less stable and it seems unlikely that any member could commit to a three year term in the current environment. This creates the risk that there are relatively frequent changes in Chair which creates an additional training requirement and may lead to inconsistency in approach as individuals change. Such inconsistency which may lead to officers leading the agenda by default could attract criticism from the Pensions Regulator and undermines the ability of the Board to be effective in its scrutiny role.
- 3.5 The alternative is for an independent chair to be appointed. Under the regulations independent chairs do not have a vote, although given the nature of the Board's activities formal votes are extremely rare. Depending upon the way in which an appointment is made, the number of meetings and level of other input required the cost of such an appointment could be between £5,000 and £10,000. There are four funds within the Border to Coast Pensions Partnership which have independent Chairs. In each case the individuals are retired senior local government officers with considerable knowledge and experience of the operation of LGPS. A number of other larger funds including Merseyside have similar arrangements with similar individuals. Other approaches include appointing individuals with a background as professional trustees in the private sector often through companies that provide such services to pension funds. The feedback from the other funds in Border to Coast is that the arrangements they have in place are considered (principally as a result of the individuals appointed) to have improved the overall performance of their Boards and provided an additional resource both for Board members and officers in developing the Board.
- 3.6 It is a matter for the Board to decide which route it wishes to see progressed. Should it be decided to continue the current arrangements then steps will be taken to find a volunteer to Chair the Board from amongst the employer representatives appointed for the next Municipal year as this would allow the remainder of the current term to be filled. Alternatively, if the Board decides it would like to pursue an independent Chair arrangements will be put in place for members of the Board representing employers and scheme members together with the Chair of the Authority (which would ultimately be responsible for making the appointment) to be involved in the appointment process.

4) Implications and risks

- Financial – If the Board decides to adopt the option of an independent Chair there will be a financial implication. However, given the historic underspending on the Local Pension Board budget it is not anticipated that there will be a requirement for any additional resources.
- Legal – The regulations provide for the option of Local Pension Boards having an independent chair, who does not possess a vote. The appointment process will need to be conducted in such a way as to ensure that it meets the relevant procurement rules.
- Diversity – There are no immediate diversity implications apparent.
- Risk – The risk implications of the options available are outlined in the body of the report.

Dianna Terris
Clerk

Responsible Officer
George Graham
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Background papers used in the preparation of this report are available for inspection at the offices of the Authority in Barnsley.

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SOUTH YORKSHIRE PENSIONS AUTHORITY

LOCAL PENSION BOARD

14 March 2019

Report of the Head of Pensions Administration

REVIEW OF EMPLOYER SURVEY

1) Purpose of the Report

To update members on the outcome of the Employer Survey which was recently issued to all employers in the pension fund.

2) Recommendations

Members are recommended to:-

- note the results of the Employer Survey and the key areas the administration team propose to focus on based on the feedback received

- comment on any additional areas that Members consider may require additional focus

3. Background Information

- 3.1 At the annual Employer Forum held on 29 November 2018, SYPA officers indicated that an employer survey would be issued to all 480 employers in the Fund. The survey was intended to gauge current levels of satisfaction and assist SYPA to identify areas where we might need to focus our efforts in supporting the employers in the Fund going forward. A total of 89 responses were received to the survey between 17 December 2018 and 21 February 2019 which provides a meaningful response on which to draw conclusions. This report summarises the main outcomes and potential areas for development.

4. Satisfaction Levels

- 4.1 Employers were invited to comment on their level of satisfaction in a few key areas and the results are as follows:-

Subject Area	% of Employers Satisfied/Very Satisfied
Receiving general information	100%
Assistance with queries/questions	96%
Being kept up to date with changes	99%

The results of these questions suggest that current communication levels are, in the main, satisfactory to employers.

Employers were also asked about their **overall** satisfaction with the service they received from SYPA and these responses were as follows:

Very Satisfied	32%
Satisfied	66%
Dissatisfied	2% (1 respondent)
Very Dissatisfied	0%

4.2 The results above provide a reasonable level of overall assurance that SYPA is meeting the needs of employers. However, in order to understand a bit more detail about employer requirements, employers were also asked the following supplementary questions:-

- What do you think we can improve about the administration service you receive from us?
- What could we do to assist YOU with the service you provide to YOUR employees?

These questions solicited a range of responses. **Appendix A** sets out these responses and, where appropriate, we have described the action we propose to take as a result of the feedback received. Members are invited to comment on any of the feedback and the proposed actions.

5. Monthly Data Collection

5.1 Members will be aware that this service went live from 1 April 2018 so it was timely to ask a number of questions around the effectiveness of this process from an employer perspective. 75% of employers responded that they did not have any problems getting the information they require for the monthly returns from their payroll system. This still leaves 25% who do have difficulty. This suggests there is still some manual involvement for employers which is unfortunate. Regrettably this is a difficult area for SYPA to assist with as we are only asking for information we require to administer the LGPS and do not have any detailed knowledge of employer's individual payroll arrangements.

- 5.2 One area we can assist with is by providing an effective guide to the Monthly Returns process. Employers were asked a number of questions around the existing monthly returns guide and the responses were as set out overleaf.

Statement	% who Agree/Strongly Agree
I need to refer to the Guide to complete the monthly returns	63%
There are areas of the guide that could be improved	53%
The guide is pitched at the right level	75%

This feedback suggests that the Guide is well used but that there are areas for improvement. A number of helpful comments accompanied the responses to these questions and these will be used to help support a review of the Monthly Returns guide by the Data Team in the next few months.

6. Employer Pension Information Centre (EPIC)

- 6.1 Members may be aware that many years ago SYPA developed an online portal (EPIC) which is essentially a library of forms and documentation about various aspects of the LGPS designed to support employers. Questions around the value of EPIC were included in the survey and the responses were as follows:-

Statement	% who Agree/Strongly Agree
EPIC keeps us up to date with changes to scheme rules	93%
EPIC highlights points and timescales in which our organisation must take urgent action and/or respond	87%
It's easy to navigate and find what we need	67%

- 6.2 Employers were also asked about the usefulness of certain areas within EPIC and the responses were as detailed below.

	Very Useful	Useful	OK	No use*
Membership	13%	43%	40%	4%
Correspondence	7%	45%	44%	4%
Retirement Costs	9%	40%	45%	5%
Forms & Booklets	11%	53%	34%	2%
Ill-health	8%	47%	40%	5%

*One respondent identified that they answered 'no use' simply because they had not used EPIC to source this information.

The survey results suggest that EPIC is a valuable tool for employers but it is in need of review if it is to be of greater benefit. A number of useful comments were made by employers as to how to improve the content which will be factored into the review.

7. Training

- 7.1 Employers were asked to comment on the value of existing training and support and the responses are set out below.

	Very Useful	Useful	OK	No Use
Employers Forum	17%	36%	41%	6%
Online Demos	7%	40%	47%	6%
Written Guides	13%	36%	45%	6%

Employers were also advised that SYPA were looking to review the types of training methods that we were offering going forward and were asked to rank by choice which methods they would prefer. The following table sets out the “adjusted” rankings to provide an overview of the training methods that employers would favour.

Type of Training	Points Score
Written Guides	216
Online Demos	204
Workshops	187
Webinar	185
Training Days	182
Employer Forum	139

- 7.2 The main conclusion to be drawn from these responses is that employers would favour a variety of training methods – though clearly the increased use of written guides is something that employers wish to see. SYPA intends to reorganise the current team structure to provide an increased focus on employer training and these results will be factored into the training plan once these resources are allocated.
- 7.3 It is worth noting that the Employer Forum scored lowest amongst the training ‘types’ but it is unlikely to be meaningful to draw any conclusions from this because only 26% of the 53 respondents to this particular question had attended the Employer Forum. Of the 14 respondents who answered a question in relation to the Employer Forum, 12 rated it ‘Excellent’ or ‘Good’ and only one rated it as poor.

8. Implications and risks

- Financial – None.
- Legal – None.

- Diversity – None.
- Risk – None.

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Background papers used in the preparation of this report are available for inspection at the offices of the Authority in Barnsley.

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Q1.What do you think we can improve about the Administration service you receive from us?

Q2.What could we do to assist YOU with the service you provide to YOUR employees?

No.	Employer Comments	SYPA Response	Timescale for Action
1	Happy with the service we receive		
2	Monthly return is not in least bit user-friendly. Needs simplifying and a lot of the double-checking steps removing Easier to use system The portal interface is a little cumbersome Improvements and simplification of Civica UPM upload process	We recognise the process is slightly cumbersome and are working with Civica to improve the MDC the tool where possible. Unfortunately the flexibility of the current product is limited and it does not make economic sense to invest heavily in an upgrade prior to the wider review of the administration software that is due to be carried out during the 2019/20 financial year. Response as Point 2 above. Response as Point 2 above. Response as Point 2 above.	Contract for new administration system to be determined by March 2020
3			
4			
5			
6	Not sure		
7	Consistency of approach in issuing pension estimates to the HR Team	This will hopefully be resolved by some internal workload changes we are making from 1 April 2019.	Apr-19
8	Workshops- last workshop was extremely poor in terms of preperation, deliverability and general communication	Unfortunately we are unable to determine which workshop this refers to.	
9	Looking into cases fully before responding to the member, there do some to be some instances where the employer is blamed too readily without checking the facts	As discussed at the Employer Forum, we recognise this has been a problem historically and are developing a single 'Workflow' tool for employers through the Employer Portal which we hope we can direct all employer queries through. This is currently being tested and we hope to be live by the end of April 2019.	May-19
10	Greater control and consistency in the way queries are lodged with us - consistency in the way queries are sent and chased up, ceasing duplication of queries, or chasing queries that have already been responded to If emails could just be sent and not having to log on the portal as well	Response as Point 9 above. Response as Point 9 above.	
11			
12	More consistency when dealing with queries (for example terminology used), to be clear about the information being requested, trying not to duplicate requests for information, asking for all the information needed for each query in the first instance rather than keep coming back to us with further information requests Send things to one email address as requested	Response as Point 9 above. Response as Point 9 above.	
13			
14	Since the abolition of starter and leaver forms on EPIC it would help if all your depts knew that new starters and leavers now get entered on the monthly return. I have had a few instances where leavers have contacted SYPA after leaving and have been advised you are awaiting a form 9 from us, when we have actually entered the leaving details on the monthly report. It makes us look like we are not providing what we should Contact us before writing to employees advising that we have not provided some necessary info stop referring queries to the employer when they relate to pensions functions. Employees then feel like they are been passed around without getting the information that they need	Response as Point 9 above. Response as Point 9 above. Response as Point 9 above.	
15			
16			
17	The new online submission system is very cumbersome as we have nearly 30 individual uploads	This relates to MDC and may be due to misunderstanding of the capabilities of the system so we are trying to identify the source of the query to assist them directly.	
18	We don't deal with south yorkshire pension		
19	Nothing I am aware of		
20	Headings on MDC spreadsheet could be clearer	Agreed - we will look to make this change.	Apr-19
21	Less use of complex terminology. Can be confusing for someone new to pensions Easier to understand updates	We agree that we need to focus more on Plain English in some of our communications. Response as Point 21 above. Response as Point 21 above.	Ongoing
22			
23	Ensure pensions staff explain things in plain English to HR employees with less knowledge of the LGPS		
24	Sometimes with queries it is not immediately obvious what information is required. It would be useful if it was explained what was required in less complex terms	Response as Point 21 above.	
25	Sometimes with queries it is not immediately obvious what information is required. It would be useful if it was explained what was required in less complex terms	Response as Point 21 above.	
26	Make sure any information is in an easy context to understand simply	Response as Point 21 above.	
27	Standardise terminology to provide clarity for employers	We think is a reference to our defintions of the pay for the 2 pension schemes (Final Salary and CARE scheme) and will look to agree a consistent approach going forward. Response as Point 27 above.	Jun-19
28	Standardise terminology to provide clarity for our employees		Jun-19
29	Nothing		
30	More timely responses		
31	I think the website could be improved and made user friendly	This is a wider piece of work which is included in our Corporate Strategy.	Apr-20
32	Not sure		
33	Maybe a monthly report following the return to show changes made to a record	This would be a resource intensive process both for SYPA and for the employer and we are not convinced of the level of benefit that would be gained for the effort involved from both parties.	
34	A much better website and online facilities	This is a wider piece of work which is included in our Corporate Strategy.	Apr-20
35	Amalgamate the finance side of upload into one DIRECT DEBIT PAYMENTS	This was discussed at the Employer Forum as a potential benefit and is included on our Work Plan for 2019-20. See response to Point 35 above.	Dec-19
36			
37	No problems at the moment		
38	Nothing that I am aware of		
39	Any email suggestions to staff will be welcome		
40	Employees should be allowed more than one quotation	Members can use the online portal to carry out multiple estimates and quotations.	
41	More engagement for ideas on how to simplify processes for employers and their payroll providers	We plan to run more workshops for employers in the next 12 months where this feedback will be very welcome.	2019-20
42	I have nothing to give out for new employees - link or a "New Starter" e-mail to forward	We already hold 'Brief' and 'Full' guides to the LGPS on our website which employers can provide an email link to. We will look to produce a one-page 'flyer' in case this is helpful to employers.	Jun-19
43	Do you have a dedicated employee's helpline? If not maybe this would be good	This is a wider piece of work which is included in our Corporate Strategy.	Dec-19
44	I think you provide our company with a good service Everything is ok		
45			
46	Nothing - assistance given when requested		
47	Stop changing the Regs!	Unfortunately this is not within our gift as an administering authority!	
48	More training in completing online forms	We are reviewing our training for 2019-20 and will relfect this.	2019-20

What do you like about the Administration service you receive from us?

Quick and helpful
Regular updates - epic is very easy to use
Informative
Its user friendly
Helpful & Friendly
We do not receive much from this
Good
Quick to respond to telephone / email enquiries.
Being able to speak to pensions staff direct with questions and them being able to answer our questions
Quick, friendly, informative responses
Accessible and efficient
It's a helpful and informative service
Having points of contact for different issues, and direct lines to members of staff
Shirley Nicholson is Excellent - full of information and very helpful
Prompt replies
Quick and friendly service if any issues arise
There are some excellent staff who work really hard
All employees are very helpful by phone
Knowledgeable staff
Knowledgeable staff, always act swiftly
Quick
We don't deal with south yorkshire pension
Recently there seems to be a move to work in partnership rather than the previous somewhat adversarial attitude
Fast friendly service
Friendly and approachable
Regular Information
Done in a timely manner
Friendly and competent service
Very helpful on the phone when called previously
Combined Monthly Returns for all SY clients
Quick response to queries or requests for assistance
The use of e-mail
Always someone to speak to regarding a query
Emails received with any updates
Right amount of information
Understand the organisation
PROMPT RESPONSES
Good
I like the fact that we now have a member of staff assigned to our company. Also that the administration have identitys' now and you can confer with them
The regular pension updates