

Northern Ireland Civil Service Pension Board

Annual Report

1 April 2015 to 31 March 2016

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Chairperson Statement

Welcome to the Northern Ireland Civil Service Pension Board (NICSPB) Annual Report for 2015/16.

The Pension Board is statutory requirement from April 2015 under the Public Service Pensions Act (Northern Ireland) 2014. The Board met for the first time in June 2015 under the stewardship of an interim chairperson until my appointment was confirmed in September 2015. The Board has subsequently met in October 2015 and January 2016.

This has been a successful first year for the Pension Board, with supporting arrangements in place to allow the Board to operate from April 2015. This includes agreeing processes, establishing relationships, approving the Board's Terms of Reference, initial work on drafting an annual work plan, and focusing on training requirements.

I would like to express my thanks to all those who helped to ensure the success of this first year, including members of the Pension Board, Pensions Division in the Department of Finance, both in terms of administering the scheme, and to Policy, Legislation and Communication Branch within the Division for providing secretariat support to the Board.

I look forward to continuing the work of the Board into 2016/17.

Mr Sean McKeever
Independent Chairperson
Northern Ireland Civil Service Pension Board

29 June 2016

Introduction

The Public Service Pensions Act (Northern Ireland) 2014 requires the establishment of a Pension Board from 1 April 2015 with the responsibility for “assisting the scheme manager” to secure compliance with the Northern Ireland Civil Service (NICS) pension schemes, any other legislation relating to the governance and administration of this scheme and any other statutory pension scheme connected to it; and the Pensions Regulator’s Codes of Practice for Public Sector Schemes (see below). Since this Pension Board represents a significant additional layer of governance and oversight, much of its work during the first year has focussed on recruiting an independent chairperson; training Board members, developing appropriate agendas, reporting/management information, and finalising Terms of Reference for the Board.

In accordance with the agreed Terms of Reference for the Pension Board, the Board will report annually on its work, providing assurance as required and ensuring the effective administration of the scheme. The Board **does not** have responsibility for providing advice on the desirability of changes to the scheme and on matters of policy.

This annual report provides a summary of its work during its first year.

The Pensions Regulator

The Pensions Regulator is the UK regulator of work-based pension schemes. The Regulator’s principal aim is to prevent problems from developing by working with Pension Schemes, such as the NICS Pension Schemes, by providing guidance on the Pension Board’s responsibilities.

The Regulator’s statutory objectives are set out in legislation and include promoting and improving understanding of the good administration of work-based pensions to protect member benefits.

The Pensions Regulator website contains a section those involved in the governance and administration of public service pension schemes. Further details are available at: <http://www.thepensionsregulator.gov.uk/public-service-schemes.aspx>

Background – Northern Ireland Civil Service Pension Schemes

The NICS Pension Schemes provide pensions to employees who have worked in the NICS. It has two schemes – Principal Civil Service Pension Scheme (Northern Ireland) (with 1972, 2002 and 2007 sections) and alpha Pension Scheme. The NICS Pension Schemes have approximately **30,140** current members, **9,470** deferred members and **29,670** pensioner members and dependents receiving benefits.

The Principal Civil Service Pension Scheme (Northern Ireland) (PCSPS(NI)) is an unfunded, defined-benefit, final salary occupational pension scheme, with the exception of the 2007 section which is a ‘career average’ scheme. The PCSPS(NI) is now closed to new entrants unless they have some form of protection from previous public sector employment and only remains available to those in the protected or transitional protected groups for members currently in service. The Scheme draws its statutory authority from the Superannuation (Northern Ireland) Order 1972.

The new alpha pension scheme is an unfunded, defined benefits, career average revalued earnings (CARE) occupational pension scheme and was introduced with effect from 1 April 2015, as the main pension scheme for the Northern Ireland Civil Service. The majority of new entrants will be automatically enrolled into the alpha scheme on joining on or after 1 April 2015 and approximately 66% of current members moved to the new scheme from that date. The legislation made to introduce the new alpha scheme was titled ‘The Public Service (Civil Servants and Others) Pensions Regulations (Northern Ireland) 2014’.

Members pay between 3.8% and 8.05% of pay, depending on their earnings. Employers pay between 20.8% and 26.3%, depending on annual full-time pensionable salary. The appropriate rate for Prison Officers with reserved rights is 26%.

Purpose and function of the Northern Ireland Civil Service Pension Board

The purpose of the NICSPB is to carry out, within the constraints of the Scheme Manager, the roles and responsibilities that a Trustee Board would fulfil for a private sector occupational pension scheme.

The Pension Board's overriding aim is to ensure that all members¹ of the NICS pension arrangements receive on time their correct benefits under the scheme rules. The Pension Board will at all times work to protect the reputation of the scheme for effective administration and for proper use of scheme funds in accordance with such good practice guidance that may be issued by the Pensions Regulator.

The Pension Board is responsible for **assisting** the Scheme Manager to secure compliance with –

- a) The Public Service (Civil Servants and Others) Pensions Regulations (Northern Ireland) 2014, other known as 'alpha' pension scheme regulations;
- b) any other legislation relating to the governance and administration of the 'alpha' pension scheme regulations and any statutory pension scheme that is connected with it; and
- c) requirements imposed by the Pensions Regulator in relation to the 'alpha' pension scheme or any statutory pension scheme that is connected with it; and
- d) in the performance of the scheme manager's functions under the 'alpha' pension scheme.

The Pension Board does not have responsibility for providing advice on the desirability of changes to the scheme and on matters of policy.

¹ All members' means active, deferred and pensioner members of the Northern Ireland Civil Service pension schemes arrangements.

Northern Ireland Civil Service Pension Board – Membership

The constitution of the NICSPB is set out in the Act and The Public Service (Civil Servants and Others) Pensions Regulations (Northern Ireland) 2014. The Pension Board is made up of one-third employee representatives, one third employer representatives and one third to cover Chairperson and non-executive representatives as follows:

Independent Chairperson – whilst not a “Public Appointment”, the selection and appointment process closely adhered to the principles and practices of Departmental Guidance on Public Appointments

Employer representatives – three employer representatives nominated from across the NICS Departments by employers; for example Department of Finance.

Employee representatives – three employee representatives nominated from Trade Union Side to ensure an all inclusive broad representation of scheme membership – including active, deferred, pensioner members and Senior Civil Service.

Non-voting representatives – two non-voting representatives from the Department of Finance and Department of Education to provide pension policy advice and financial advice to Board members.

A full list of Board members can be found at **Annex A**.

Civil Service Pensions (CSP), within the Department of Finance provide secretariat support for the Board. Duties of the Secretariat include:

- arranging and managing the meetings of the NICSPB;
- preparing or commissioning papers for the NICSPB to consider;
- collating administration performance statistics; and
- drafting papers/reports on behalf of the NICSPB.

Northern Ireland Civil Service Pension Board Terms of Reference

The Board agreed terms of Reference for the Pension Board. A copy can be found at **Annex B**.

2015/16 Work Areas

Following its establishment in the spring of 2015, the Pension Board met on a quarterly basis from June 2015 on the following dates:

- Tuesday 2 June 2015;
- Tuesday 6 October 2015; and
- Friday 29 January 2016.

In summary, during this period, the Pension Board has considered the following:

- Regular overview of Divisional Balanced Scorecard and risk controls used within CSP;
- Performance against Divisional targets;
- Cost Cap/Scheme Costs;
- Updates on the NICS Voluntary Exit Scheme;
- Update on the implementation of the new IT system for administering Civil Service pensions; and
- Recent legislative updates to pension scheme arrangements taken through the Northern Ireland Assembly during the course of the year.

The period covered by this report has been used to establish the governance arrangements which underpin the work of the Pension Board, including establishing the following documentation:

- Updates on appointment of independent Chairperson;
- Comparison on the roles and responsibilities of the Pension Board and Scheme Advisory Board;
- Formal approval of Terms of Reference for the Board;
- Updates on roles and responsibilities of the Scheme Advisory Board;

- Conflict of Interest Questionnaires; and
- Training needs analysis.

Training

In order to operate successfully, members of the Pension Board have access to training on issues related to scheme matters. A key objective for this period was to ensure that Board members were equipped with the necessary skills and knowledge to allow them to carry out their roles effectively.

All Board members were requested to undertake training on the following areas during 2015/16:

- Governance;
- Overview of the NICS Pension Schemes;
- Overview of role and responsibilities of the NICS Pension and Scheme Advisory Boards;
- Overview on Annual Allowance and Lifetime Allowance;
- Overview of Public Service Scheme section of the Pensions Regulator website;
- E-learning 'Public Service Toolkit' as developed by the Pensions Regulator; to help members to understand the governance and administration requirements in the public service code of practice.

Members are also responsible for assessing their own training needs and maintaining an accurate record of training undertaken.

Performance against Divisional Targets 2015/16

The Pension Board received quarterly updates from the Scheme Manager on CSP's Divisional performance during the financial year. Areas of interest to Board members included:

- Complaints about service provision and scheme entitlements;
- Processing of pension awards to members; and
- Payroll.

The Board recognises and commends CSP for the achievement of their targets throughout the year. CSP met or exceeded performance targets in all the areas with the exception of Death in Service Awards which achieved 96.6% against a target of 100%. Due to limited functionality Death in Service Award payments had to be made via workarounds, which took time for the IT provider and CSP to develop and implement. A summary of performance for the year to 31 March 2016 is provided at **Annex C**. The Pension Board will continue to monitor performance against Divisional targets during 2016/17.

Complaints about Service - IDR/Pension Ombudsman Cases

CSP in the Department of Finance handles two distinctive sets of complaints. The first covers complaints or disputes about pensions and scheme entitlement and is governed by The Occupational Pensions Schemes (internal Dispute Resolution Procedures Consequential and Miscellaneous Amendments) Regulations (Northern Ireland) 2008 and cover any disagreement under the NICS Pension Schemes. The complaints procedure has two stages which are time-bound for application and response.

In 2015/16, CSP dealt with 51 stage one cases and 16 stage two cases. Each case is reviewed on an individual basis and as appropriate, revised staff instructions and/or management checks are implemented. If the complainant remains dissatisfied with the outcome and after the two stages have been exhausted, they have still the right of appeal via The Pensions Advisory Service (TPAS) and The Pensions Ombudsman's Office. In 2015/16, CSP have had 3 TPAS cases and 8 Pensions Ombudsman cases.

The second type of complaint covers complainants and comments about the standard of service provided and based on the findings of these cases CSP uses the information to continue to improve the standard of service going forward. This is also a stage two process with the first stage dealt with by the line manager of the person dealing with the case or the Head of Branch and the second stage by the Head of Pensions Division. In 2015/16, CSP dealt with 16 cases at stage one and 0 cases at stage two. Each case is reviewed on an individual basis and as

appropriate, revised staff instructions and/or management checks are implemented.

Leaflets for both CSP complaints procedures can be found on the CSP website at: <https://www.finance-ni.gov.uk/topics/working-northern-ireland-civil-service/civil-service-pensions-ni>

Resource Accounts 2014/15

Superannuation and Other Allowances Resource Accounts are prepared annually and present the financial results for the relevant financial year. The Resource Accounts are laid before the Northern Ireland Assembly by the Department of Finance under section 10(4) of the Government Resources and Accounts Act (Northern Ireland) 2001.

Whilst it is not within the remit of the Board to approve the scheme accounts, the Board will duly note their contents on an annual basis.

The DoF Superannuation and Other Allowances Resource Accounts for the year ended 31 March 2015 is available online at: <https://www.finance-ni.gov.uk/publications/dfp-resource-accounts>.

Looking ahead 2016/17

The Pension Board will meet on a quarterly basis from April 2016. The Board has agreed a Work plan for the year 2016/17 including the following areas:

- Conflict of Interest and Register of interest Policy Review;
- Pension Increase and Scheme indexation for 2016;
- Implementation of the new IT system;
- Report of the Managers;
- IDR/Pension Ombudsman cases update; and
- Assessment of Communications.

The Board will continue to assess compliance against both the legal requirements and the Pensions Regulator's **Code 14** on scheme governance.

Contact details

If you would like more information on the Pension Board or have any queries on the content of this report please contact: NICSPBoard@finance-ni.gov.uk.

Northern Ireland Civil Service Pension Board – Membership

Independent Chair:

Sean McKeever

Northern Ireland Civil Service Employer Representative:

<u>Name:</u>	<u>Employing Department:</u>
Jayne Forster	Department for Communities
John Crosby	Department of Finance
Michael Cowan	Department of Finance

Northern Ireland Civil Service Employee Representative:

<u>Name:</u>	<u>Representative Organisation:</u>
Bumper Graham	Northern Ireland Public Service Alliance (NIPSA)
Michael McKeown	Northern Ireland Public Service Alliance (NIPSA)
Philip Cummings	FDA

Non-Voting Representatives:

<u>Name:</u>	<u>Representative Organisation:</u>
Margaret Coyle	Department of Finance
Gary Fair	Department of Education

Previous Board members:

<u>Name:</u>	<u>Representative Organisation:</u>	<u>Membership Type:</u>
Colm Doran	Department of Finance	Employer representative
Harry Baird	FDA	Employee representative
Jeff McGuinness	Department of Finance	Non-voting representative

Others:

<u>Name:</u>	<u>Role:</u>
Grace Nesbitt	Head of Pensions Division
Colette Heaney	CSP Scheme Manager



Northern Ireland Civil Service Pension Board

Terms of Reference

1. INTRODUCTION:

1.1. The paper sets out the Terms of Reference for the Northern Ireland Civil Service Pension Board (NICSPB) which will come into effect from 1 April 2015, in accordance with Article 4 of the Public Service Pensions Act (Northern Ireland) 2014. The Scheme Manager is responsible for managing, administering and reviewing the Board's terms of reference. Any changes arising from such reviews would be subject to consultation with member and employer representatives.

2. SCOPE OF THE NICSPB:

2.1. The purpose of the NICSPB is to carry out, within the constraints of the Scheme Manager, the roles and responsibilities that a Trustee Board would fulfil for a private sector occupational pension scheme.

2.2. The NICSPB's overriding aim is to ensure that all members² of the Northern Ireland Civil Service pension arrangements receive on time their correct benefits under the scheme rules. The NICSPB will wish to ensure, as far as is possible, good outcomes for all members of the Northern Ireland Civil Service pension arrangements in matters such as receiving excellent service.

2.3. The NICSPB will at all times work to protect the reputation of the scheme for effective administration and for proper use of scheme funds in accordance with such good practice guidance that may be issued by the Pensions Regulator.

2.4. The NICSPB does not have responsibility for providing advice on the desirability of changes to the scheme and on matters of policy.

² All members' means active, deferred and pensioner members of the Northern Ireland Civil Service pension schemes arrangements.

3. ROLES AND RESPONSIBILITIES OF THE NICSPB:

- 3.1. The NICSPB will ensure the effective administration of the scheme by scrutiny of the level and quality of service provided for the membership and employers by the administrator, other service providers and the Government Actuary's Department.
- 3.2. The NICSPB is responsible for ensuring that an effective audit strategy is in place for the scheme and monitoring audit delivery plans.
- 3.3. The NICSPB is responsible for ensuring that an effective risk management strategy is in place for the scheme and monitoring risk management delivery plans.
- 3.4. The NICSPB will provide assurance to the Accounting Officer (Permanent Secretary), members and employers about the effective financial management including contribution collection, financial forecasting, debt management; that beneficiaries receive the benefits to which they are entitled under the rules of the scheme and production of annual scheme accounts.
- 3.5. The NICSPB will benchmark in line with regulatory requirements (e.g. The Pensions Regulator.)
- 3.6. The NICSPB will oversee the development of processes and systems to incorporate any statutory requirements.
- 3.7. The NICSPB will ensure compliance to data management requirements.
- 3.8. The NICSPB will respond to any requests/directions made by the Pensions Regulator.
- 3.9. The NICSPB will develop the approach for reporting breaches of the law to the Pensions Regulator when they have reasonable cause to believe that:
 - a legal duty which is relevant to the administration of the scheme has not been, or is not being, complied with; and
 - the failure to comply is likely to be of material significance to the regulator in the exercise of any of its functions.

4. COMPOSITION:

- 4.1. The NICSPB will be set up in compliance with the Public Service Pensions Act (Northern Ireland) 2014.
- 4.2. The Scheme Manager will appoint the Independent Chairperson of the NICSPB.
- 4.3. The NICSPB will consist of the following:

- One independent Chairperson person (voting member);
- Three scheme member representatives (voting members) selected from nominations put forward from member representatives;
- Three employer representatives (voting members) selected from nominations put forward by employer organisations;
- Two non-executive Department of Finance (DoF) (previously known as the Department of Finance and Personnel) members (non-voting members) to bring experience of best practice; independent advice; challenge; pensions' technical expertise; and experience of operational delivery; and
- NICSPB Secretariat to manage meetings.

4.4. The two non-executive DoF members will include one from the policy area that manages the scheme (Civil Service Pensions) and one with a Finance background.

4.5. Members of the NICSPB will represent the interests of all of the scheme's beneficiaries, the participating employers and the Accounting Officer and not simply the interests of the organisation that nominated them.

4.6. Appendix A gives the terms and conditions that apply to NICSPB members.

5. MEETINGS:

5.1. Frequency: The NICSPB will meet quarterly and at such other times as the Chairperson/member decides is necessary. Wherever possible at least 7 days' notice will be given of any non-scheduled meeting.

5.2. Format: Meetings can be conducted in person, over the telephone or via a tele-conference/video-link, as decided by the Chairperson. If the Chairperson is not present within fifteen minutes of the time appointed for holding the meeting the members present may choose one of their number to be Chairperson of the meeting. In these cases the nominated Chairperson will not have a casting vote.

5.3. Quorum: Five members of the NICSPB will represent a quorum for meetings. The Board members in attendance must include at least two employer representatives and two member representatives.

5.4. Attendance: The NICSPB can decide to ask its professional advisers, representatives from third party suppliers and any other person to attend its meetings as it sees fit. The Policy and Operations Managers for Civil Service Pensions will attend Board meetings as observers and to introduce papers and discussions, as necessary.

- 5.5. Decisions: All NICSPB Board members with voting powers will have a single vote and items arising at any meeting will be decided by a majority of members present and eligible to vote. In the case of an equality of votes the Chairperson will have a casting vote. The NICSPB may agree on a decision outside of a meeting if the majority of voting members confirm their agreement either in writing or by electronic mail. Any such decision will be as valid and effective as if it had been passed by a meeting of the NICSPB.
- 5.6. Papers: The NICSPB Secretariat must circulate all papers at least one week in advance of any meeting (unless a shorter period is agreed by the Chairperson).
- 5.7. Minutes: Draft minutes are to be forwarded to the Chairperson for agreement within five working days and thereafter circulated to NICSPB members.

6. COMMITTEES AND SUB-GROUPS:

- 6.1. The NICSPB may establish such committees and sub-groups as it sees fit. The NICSPB will decide whether the sub groups/committees need to have separate Terms of Reference.
- 6.2. The NICSPB will agree, and can amend, each sub group/committee's Terms of Reference.
- 6.3. The NICSPB will appoint and remove members of the committees/sub groups. The NICSPB may, as it sees fit co-opt persons who are not members of the NICSPB to serve on its sub- groups/committees. Such persons need not be representatives of members, employers or the Department.
- 6.4. The NICSPB Chairperson will appoint a NICSPB member as the Chairperson of each sub-group.
- 6.5. The quorum for Committees and Sub-Groups will be agreed at the time.

7. AUTHORITIES AND RESTRICTIONS:

- 7.1. The NICSPB will have authority delegated by the Scheme Manager to direct the relevant service providers to address issues which it identifies. Also, where necessary, to agree the budget for that additional work to be undertaken before the issues are resolved. This authority will also be subject to the existing contractual agreements and requirements relating to public sector procurement.
- 7.2. The NICSPB may consider and propose amendments to the commercial agreements in place with the various service providers (see Appendix B).
- 7.3. The Department will consult and take into consideration the views of the NICSPB on matters that will materially affect the cost and/or the range and quality of services provided by the administration. The Department will remain responsible for all contractual agreements and any proposed changes, and for the commissioning of any additional work by third parties.

8. MONITORING FINANCE AND SCHEME ACCOUNTING:

8.1. The NICSPB will assist the scheme's Accounting Officer by monitoring the performance of Civil Service Pensions as it applies to the Northern Ireland Civil Service pension arrangements in ensuring that the scheme receives all monies properly and safeguards the regularity and propriety of income and expenditure in relation to the schemes.

8.2. The NICSPB will oversee and monitor the Northern Ireland Civil Service Pension Scheme budget forecasting, estimating and modelling.

8.3. The NICSPB will monitor audit delivery plans:

- Expenditure: The NICSPB will provide assurances on the accuracy and completeness of expenditure records;
- Contributions: The NICSPB will provide assurances on the accuracy and completeness of contributions received; and
- Debt Management: The NICSPB will provide assurances on the efficacy of debt management.

9. AUDIT AND ASSURANCE:

9.1. The NICSPB will monitor audit delivery plans.

10.REPORTING:

10.1.The Chairperson of the NICSPB will report at least annually, for information purposes, on the activities of the NICSPB to the Department and to the Accounting Officer, or as otherwise agreed.

11.POWERS:

11.1.The NICSPB may exercise discretionary powers delegated by the Scheme Manager in the scheme regulations or manual.

12.MONITORING EMPLOYERS:

12.1.The NICSPB will be responsible for overseeing and constructively engaging with employers who participate in the NICS pension's arrangements with regard to the correct provision of data, for active members (and where required, pensioner or deferred members), and contributions to the NICS Pensions Scheme.

13. CHANGES TO NICSPB TERMS OF REFERENCE:

13.1. The NICSPB may recommend to the Accounting Officer for the Department of Finance any changes to these Terms of Reference and accompanying appendices.

14. OTHER

14.1. The NICSPB may consider any other items specifically referred to it and to take decisions specifically delegated to it by the Scheme Manager from time to time.

15. REMUNERATION AND EXPENSES

15.1. Members of the NICSPB nominated by NICS employers who are currently employed by an organisation covered by the Northern Ireland Civil Service Pension arrangements would normally be expected to claim any expenses from their employer.

15.2. Similarly, members of the NICSPB nominated by TUS would normally be expected to claim any expenses from their nominating union.

15.3. The independent Chairperson, appointed by the Scheme Manager, will be paid expenses and may be paid fees, depending on the circumstances and what was agreed on appointment.

16. SECRETARIAL SUPPORT

16.1. Civil Service Pensions within the Department of Finance will provide secretariat support for the group. Duties of the Secretariat include:

- arranging and managing the meetings of the NICSPB;
- preparing or commissioning papers for the NICSPB to consider;
- collating administration performance statistics; and
- drafting papers/reports on behalf of the NICSPB.

16.2. Prior to actuarial valuation of the Northern Ireland Civil Service Pension Schemes, the NICSPB will meet with the Scheme Actuary to consider the approach to be taken in setting assumptions.

TERMS AND CONDITIONS OF NICSPB MEMBERSHIP

1. With the exception of the DoF representatives and the Northern Ireland Civil Service Pension Scheme representative, appointments to the NICSPB are personal. There can be no alternate representation for any member of the NICSPB.
2. Each member will be required to attend all scheduled NICSPB meetings and details of attendance at meetings will be published in the Annual Review. Where ad hoc meetings are called, all NICSPB members should make best efforts to attend.

Appointment and Removal

3. Chairperson: The Chairperson will be appointed by the Scheme Manager.
4. Member representatives: Member representative bodies will be invited to nominate up to three candidates in writing to be put forward into the selection process for members of the NICSPB, with the Scheme Manager approving final appointments.
5. Employer representatives: Employer organisations will be invited to nominate up to three candidates in writing to be put forward into the selection process for members of the NICSPB, with Scheme Manager approving final appointments.
6. Non –Executive DoF members: The Scheme Manager will invite and consider nominations, based the candidates' role within public sector pensions and finance.
7. Members may resign from the NICSPB by giving a minimum of three months' notice in writing to the Chairperson.
8. The Chairperson of the NICSPB will ask the Department to consider the removal of any member of the Board, if all the other voting members unanimously agree to this course of action.
9. The Chairperson will undertake performance management of each Board member annually, and can recommend to the Department the removal of a Board member or the non-renewal of their appointment.

Terms of Office

10. The appointment of non-DoF Board members will be for a five-year term, and such members will not hold office for more than two terms.
11. The tenure of the non-executive DoF representative appointments will coincide with the time the individual holds the relevant DoF post.

Induction and Training

- 12.** NICSPB members will receive induction training to gain an up-to-date and working knowledge of the Northern Ireland Civil Service Pension arrangements.
- 13.** Board Members must keep their knowledge up to date and maintain a written record of their relevant training and development during their appointment.
- 14.** Board Members will be conversant with scheme documents and have appropriate knowledge and understanding of the scheme rules and the principles of Northern Ireland Civil Service Pension Scheme funding.

Current List of Service Providers

Provider	Service Level Agreement/MOU
Occupational Health Service	MOU
Government Actuaries Department	SLA
IT Assist	SLA
Capita Employee Benefits Ltd	Contract
Scottish Widows' Fund and Life Assurance Society	Partnership Pension Scheme Provider
Standard Life Assurance Ltd	Partnership Pension Scheme Provider
TUC/Prudential	Legacy – Partnership Pension Scheme Provider (closed to new members)
Standard Life Assurance Ltd	Stakeholder pension provider
Scottish Widows' Fund and Life Assurance Society	Northern Ireland Civil Service Additional Voluntary Contribution Scheme Provider
Standard Life Assurance Ltd	Northern Ireland Civil Service Additional Voluntary Contribution Scheme Provider
Equitable Life	Legacy – Northern Ireland Civil Service Additional Voluntary Contribution Scheme Provider

Annex C

CIVIL SERVICE PENSIONS (CSP) YEAR TO DATE STATS (1 April 2015 – 31 March 2016)

<u>TRANSACTION TYPE</u>	<u>CLEARANCE TYPE</u>	<u>NO OF CASES PROCESSED</u>	<u>YEAR TO DATE %</u>	<u>COMMENTS:</u>
<u>Complaints about Service:</u>				
- Stage 1	Within 10 working days from date all necessary information available. (100%)	16	100	7 complaints relate to delays in providing Information, 3 complaints relate to delays in payment and 6 complaints relate to general service provided.
- Stage 2	Within 10 working days from date all necessary information available. (100%)	0		
<u>Internal Dispute Resolutions:</u>				
- Stage 1	Within 4 months from date of receipt. (100%)	51	100	29 in respect of Injury Award (Temporary / Permanent); 9 transferred service; 6 voluntary exit; and 7 other reasons. 37 upheld original decision; 10 overturned; 3 withdrawn; and 1 terminated.
- Stage 2	Within 4 months from date of receipt. (100%)	16	100	11 in respect of Injury Award (Temporary / Permanent); 5 other reason. 12 upheld original decision; 3 overturned and 1 terminated.
The Pensions Advisory Service (TPAS)	1 month.	3	100	

Ombudsman	21 days.	8	100	
Awards:				
Current member awards	Within 6 working days from date all necessary information available. (95%)	3,648	99.6	Figures include 166 ill-health cases.
Death in service	Within 10 working days from date all necessary information available. (100%)	58	96.6	Due to limited functionality payments had to be made via workarounds, which took time for IT provider and CSP to develop and implement.
Payroll:				
Payroll processing.	Payroll run to be agreed timetable both for BACS and cheque payments.	n/a	100	