

Pension Administration Strategy

LONDON BOROUGH OF HARINGEY PENSION FUND

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1. Introduction

1.1 About the Haringey Local Government Pension Scheme (LGPS)

This is the Pension Administration Strategy (“the Strategy”) of the London Borough of Haringey Pension Fund (“the Fund”), which is administered by Haringey Council (“the Administering Authority”). The Fund is made up of approximately 65 scheme employers and around 26,000 members. This includes active, deferred and pensioner members as of 31 December 2023.

The Fund is part of the Local Government Pension Scheme (“the LGPS”). The LGPS is a defined benefit pension scheme for employees of local government and related organisations within the United Kingdom. During their employment, scheme members can build up their pension benefits based on a fixed formula as set out in the LGPS Regulations.

The LGPS is a national scheme, administered locally by councils nominated as “administering authorities”. Haringey Council is the administering authority for Haringey Pension Fund. It is responsible for running the pension scheme to provide pension benefits to current and former employees of Haringey Council and other employers participating in the pension scheme.

1.2 Scheme administration service delivery

The efficient service delivery of the LGPS relies on having high-quality data and robust administrative processes. This requires strong partnership among various stakeholders, including the Administering Authority and scheme employers.

Effective management and communication contribute to the successful promotion of the scheme. This helps highlight the benefits of the LGPS, thereby supporting the recruitment, retention, and motivation of current employees.

A key challenge facing both the administering authority and the scheme employers is ensuring scheme members have confidence in the administration of their pension benefits, especially in an ever-increasingly complex scheme.

1.3 Regulatory background

This Statement has been prepared in accordance with regulation 59 of the Local Government Pension Scheme Regulations 2013 (“the Regulations”).

The Regulations state that the Administering Authority may prepare, maintain, and publish a written statement outlining their policy on administrative matters. Both the Administering Authority and the scheme employers participating in the Fund must then have regard to the Strategy when carrying out their respective duties. The Regulations also require that the Administering Authority to consult with its participating employers (and any other persons it considers appropriate) in preparing or reviewing the Strategy.

Regulation 70 of the Regulations permits an Administering Authority to recover additional costs incurred by the Administering Authority from a participating employer where, in its view, those costs are directly related to that employer's poor performance. In such a situation, the Administering Authority must provide the employer with a written notice. This notice should detail the reasons for seeking additional cost recovery, the amount of the costs, and the basis on which the additional amount has been calculated.

In carrying out their roles and responsibilities in relation to the administration of the LGPS, the Administering Authority and scheme employers will, at a minimum, comply with the prevailing legislation including:

- LGPS Regulations
- Pensions Act 2011 and associated disclosure legislation
- Freedom of Information Act 2000
- Equality Act 2010
- Data Protection Act 1998
- Finance Act 2013
- Relevant Health and Safety legislation
- GDPR

1.4 Aims and objectives

This purpose of this strategy document is to ensure that both the Administering Authority and the scheme employers are fully aware of their responsibilities to the Fund. It outlines the performance standards required to ensure the delivery of a high-quality, cost-effective pension administration service. The strategy also outlines how performance will be monitored and actions that may be taken in cases of persistent failure to meet the required performance standards.

It aims to promote good working relationships, enhance efficiency, and uphold quality assurance between the Administering Authority and the scheme employers. The Fund's key objectives related to administration are as follows:

- To provide a high quality, engaging, informative, timely, and customer focused administration service to the Fund's stakeholders.
- To administer the Fund in a cost effective and efficient manner utilising technology appropriately, with the focus on a 'digital first' approach.
- To ensure accountability and take responsibility for the administrative actions.
- To ensure the Fund's employers are aware of and understand their roles and responsibilities under the LGPS Regulations. This includes their part in the delivery of the Fund's administrative functions.
- To maintain accurate records and ensure data is protected and has authorised use only.
- To put in place standards for the Fund and its employers and ensure those standards are monitored and continuously developed and improved.

This strategy, which has been produced in consultation with all participating employers in the Fund, will take effect from **1st April 2024**. It will be reviewed at least once every three

years and revised to reflect any regulatory and legislative changes issued by the Government from time to time.

However, under no circumstances does this strategy override any provisions or requirements of the LGPS Regulations or any overarching legislative requirements.

1.5 Contact information

Any enquiries in relation to this pension administration strategy statement should be sent to:

Pensions Team
Haringey Pension Fund
Alexandra House
10 Station Road
Wood Green
London
N22 7TR

Telephone: 0208 489 2810

Email: pensions.mailbox@haringey.gov.uk

2. Roles and responsibilities

The Fund is committed to providing a high-quality pension service to both scheme members and scheme employers, ensuring that all members receive their accurate pension benefit entitlement on time. These aims are best achieved where the Administering Authority and scheme employers work in partnership and have a clear understanding of their respective roles and responsibilities.

This strategy outlines the roles and responsibilities of both the administering authority and scheme employers. It also specifies the service level each party is expected to provide to the other and the measures applied to evaluate performance against these.

2.1 The Roles and responsibilities of the Administering Authority

The high-level responsibilities for the administering authority are to:

- administer the LGPS in respect of all scheme members (active, deferred, pensioner and survivor members) in accordance with this Strategy.
- maintain and review the Fund's statements, policies and reports and all other matters relating to the governance of the scheme.
- communicate and engage with scheme employers on all LGPS and related matters.
- provide support/training to employers.
- maintain and develop an effective web presence for the benefit of scheme members and scheme employers.

2.2 The Roles and responsibilities of the scheme employers

The high-level responsibilities for a scheme employer are to:

- communicate the benefits of the LGPS to eligible staff.
- ensure the correct level of monthly pension contributions are collected and paid over to the Fund by no later than the 20th of the month following the month of deduction.
- report information and data to the administering authority as set out in this Strategy.
- keep up to date with Fund related communications.
- provide a prompt response to information requests from the administering authority.

A detailed description of the key administering authority and scheme employer responsibilities relating to the Fund's administration are set out in Appendix 1.

3. Performance Monitoring

3.1 General

The document provides the actions that may be taken where standards are not met by scheme employers and/or when persistent non-compliance occurs.

Due in large part to the annualised nature of the pension accrual for a Career Average Revalued Earnings (CARE) pension scheme, the importance of accurate and timely membership data returns to the administering authority has never been greater.

The requirements and demands of running a CARE pension scheme, such as the LGPS, means that the administering authority must receive accurate and timely membership data from all scheme employers.

This is in order that it can fulfil its statutory and organisational responsibilities, such as completion of member retirements, the production of annual benefit statements and compliance with the pension dashboards disclosure requirements.

The administering authority has, therefore, made the decision to mandate monthly data returns (via the administration platforms iConnect functionality) for all scheme employers. All new joiner, opt-out, retirement notifications, etc. must be included on the monthly data submission for the month that the member joined, opted, out, retired, etc. or the month after if this is not possible.

If a scheme employer fails to provide the required data on a monthly basis via iConnect and continues to provide information on an annual basis, the administering authority will charge an additional fee in order to process data using this legacy arrangement. Details of the additional fee that will be charged can be seen in the table on Appendix 2.

3.2 Monitoring and Engagement

Various means will be employed, as determined from time to time, to assist in monitoring compliance with this Strategy. More detailed methods may be included in a service level agreement (SLA) between an individual scheme employer and the administering authority. These methods may include:

- Internal/external audit review of processes and internal controls.
- Performance monitoring against scheme employer tasks and functions noted in this Strategy.
- Performance monitoring the administering authority's own performance against internal key performance indicator as noted in this Strategy.
- Training sessions offered by the administering authority on the most pertinent issues affecting scheme members and scheme employers.
- Annual scheme employer pension forums.
- Member complaints.
- Internal Dispute Resolution Procedure (IDRP).

Using the above means the administering authority will monitor progress against this Strategy. This information will be reported to the Fund's Pension Committee and Board (PCB) alongside any remedial action taken where the expected standards are not being met. In addition, key performance indicators relating to the administering authority and scheme employers' performance will be reported in the Fund's Annual Report and Accounts.

3.3 Employer poor performance

Regulation 70 of the Regulations provides that an administering authority may recover from a scheme employer any additional costs associated with the administration of the scheme incurred because of a poor level of performance.

Circumstances where additional costs may be recovered

The circumstances where additional costs may be recovered from the scheme employer are:

- Persistent failure to provide relevant information to the administering authority, scheme member, or any other interested party in accordance with specified performance targets (either relating to the timeliness of delivery or the quality of information).
- Instances where performance by the scheme employer results in a loss to the Fund, e.g. any overpayment resulting from inaccurate information supplied by the scheme employer, costs associated with the assessment of benefits, interest on late payment of benefits, scheme tax charges, etc.
- Failure to deduct and pay over correct employee and/or employer contributions within the standard timescales.
- Failure to pay any other amounts due to the Fund, e.g., actuarial strain payments.
- Instances where the performance of the scheme employer results in fines being levied against the administering authority by the courts, the Pensions Regulator, the Pensions Ombudsman or any other regulatory body.

Where an administering authority wishes to recover any such additional costs it must give written notice stating:

- The reasons, in their opinion, that the scheme employer's poor performance contributed to the additional cost.
- The amount of the additional cost incurred.
- The basis on how the additional cost was calculated.
- The provisions of this Strategy relevant to the decision to give notice.

The approach by the administering authority when dealing with poor scheme employer performance

When dealing with poor performance from a scheme employer the administering authority will follow the approach set out below:

- Write to the scheme employer noting the administering authority's areas of concern regarding the scheme employer's performance and offer training or a meeting to address the issue.
- If no improvement is made within one month of the above date (or within an agreed timescale following a meeting with or delivery of a training session to the scheme employer or where the matter in question is not a regular event and no improvement is made at the next occasion that that same matter occurs, and the offer of training or a meeting has not been accepted, the administering authority will issue a formal written notice. The notice will set out the area(s) of concern that have been identified, the steps taken to resolve those area(s) and notice that the additional costs will now be reclaimed.
- An invoice and formal written notice will then be issued to the scheme employer which sets out calculations of any loss resulting to the Fund, or additional cost, taking account of time and resources in resolving the specific area(s) of unsatisfactory performance, in accordance with the fee scale set out in this Strategy.

4. Communication

It is vital that good communication channels exist between the administering authority, scheme employers and scheme members. This helps ensure the good running of the Fund by reducing errors and improving efficiency and alerts scheme members to the value to them of the LGPS, which itself aids recruitment, retention and the motivation of the workforce.

In order to support scheme employers the administering authority will:

- Work closely with them to improve areas where issues have been identified as a result of performance monitoring.
- Keep under review all processes and procedures and implement improvements where required.
- Provide access to policy and strategy documents, including the administering authority's discretions policy, communications policy, communication and engagement strategy, data strategy and annual report.
- Provide guidance to scheme employers on a range of topics through procedural guides, newsletters, e-alerts, employer forum, etc.
- Provide training to scheme employers as and when required or on request from the scheme employer. All new employers in the Fund will also be provided with

training. Employers will be expected to attend any such training, particularly where significant performance issues have been identified.

In addition to the above the administering authority will be happy to attend any employer specific events to assist employers to understand their responsibilities in relation to their participation in the LGPS.

Scheme employers are expected to support the administering authority with any promotional activities that they are carrying out, including assisting with distributing e-communications and/or and promoting online access to the scheme.

The administering authority will also communicate with scheme members, using the following means to do so:

- Fund website - containing information about the Fund and the LGPS.
- Member Self Service - an on-line self-service facility giving scheme members access to their own pension records.
- Annual Benefit Statements - issued to all active and deferred scheme members.
- Newsletters - issued at least annually, bringing attention to important information, such as changes to scheme rules.
- One to One meetings - as required, to discuss personal details related to a scheme member's
- participation in the Fund
- Presentations - available to scheme members on specific pension related matters, such as HMRC pension tax rules or pre-retirement sessions.

5. Review Process

The London Borough of Haringey will review this Administration Strategy to ensure it remains up to date and meets the necessary regulatory requirements at least every three years. A current version of the administration strategy statement will always be available on our website at www.haringeypensionfund.co.uk.

6. Consultation

In preparing this pension administration strategy we have consulted with the relevant Scheme employers and other persons considered appropriate. Where it is necessary to revise this pension administration strategy the relevant Scheme employers will be notified in writing of the changes and where a copy of the revised strategy will be sent electronically.

7. Appendices

7.1 Roles and responsibilities

Administering authority

The key responsibilities of the administering authority are summarised below:

- To appoint an actuary for the purposes of the triennial valuation of the Fund and to provide periodical actuarial advice when required.
- To appoint an Additional Voluntary Contributions provider
- Ensure that, where required, employer admission agreements with the administering authority are in place.
- To comply with any orders or instructions issued by The Pensions Regulator or the Pensions Ombudsman. Where the order or instruction requires financial compensation or a fine to be paid from the Fund, or by any officer responsible for it, and it is due to the default, omission or otherwise negligent act of the employer, the sum concerned shall be recharged to the employer.
- To issue forms, newsletters, booklets and such other materials as are necessary in the administration of the scheme, for scheme members and for use by scheme employers.
- To provide accurate, timely data to the Fund actuary for the purposes of the triennial actuarial valuation of the Fund and for scheme employer accounting reports requested (e.g. IAS19/FRS102 reports).
- To provide assistance to scheme employers in regard to the pension implications of outsourcing services and to deal with any related bulk transfers of pension rights.
- To comply with HMRC reporting requirements regarding pension benefits.
- To ensure that sufficient information is issued in the form of newsletters, booklets and other materials to satisfy the requirements of the Occupational Pension Schemes (Disclosure of Information) Regulations 1996.
- To ensure that steps are taken at all times to pay benefits to appropriate beneficiaries only and to reduce the possibility of fraud.
- To ensure compliance with the (UK/EU) General Data Protection Regulation legislation including use of appropriate secure data transfer methods.

Scheme employer

The key responsibilities of a scheme employer are summarised below:

- To maintain employment records for each scheme member for the purposes of determining membership and entitlement to pension benefits.
- To determine a scheme member's pay (or fees) for the purpose of pension contributions and to determine final pay (if required both final salary and CARE regulation definitions) for the purposes of calculating benefits due from the scheme.

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- To determine annually a scheme member's contribution rate on the basis of the scheme member's rate of pensionable pay having regard to guidance issued.
 - To collect, make payment and account for the deduction of the correct rate of monthly pension contributions payable by both the scheme members and the employer.
 - To appoint a person designated to receive appeals from employees on 'first instance decisions' under the LGPS Regulations
 - To notify, in writing, every person whose rights or liabilities are affected by a 'first instance decision' made by the employer under the Regulations.
 - To ensure all information is provided as required regarding a scheme members' employment, using electronic transfer of data where at all possible (especially for bulk exercises) and agreed with the administering authority. Data provided should comply with the General Data Protection Regulations and secure transfer methods used.
 - To use an independent Medical Officer qualified in Occupational Health Medicine, (who has been approved by the administering authority), in determining ill-health retirement and provide the administering authority with a relevant certificate where appropriate.
 - To provide additional information as required for actuarial valuation, monthly data transfer, data matching or communication purposes. The specification for such exercises will be provided by the administering authority and may, after consultation, be modified from time to time.
 - To provide prospective scheme members with basic information about the scheme using, where appropriate, material provided by the administering authority.
 - To ensure those not joining the scheme are fully aware of the benefits given up and that equalities principles are met.
 - To pay the administering authority, by lump sum and within prescribed time limits, any amounts arising as a result of the scheme employer's decision to increase annual pension under the Regulations.
 - To pay the administering authority, by lump sum payment and within prescribed time limits, any strain cost arising from a decision made by the scheme employer to award early payment of benefits.
 - To ensure the administering authority is informed about, and Government guidance is followed in respect of, any transfer of members in respect of an outsourcing of service arrangement, and any subsequent changes to that arrangement which would impact on those members.
 - To inform the administering authority of any planned changes to their pension provision for employees, including whether the scheme is open to new employees, bulk transfers of employments or any redundancy exercises as soon as known.
 - To provide details of officers (specifically the primary employer contact) or representatives who are to receive employer communications issued by the administering authority and keep these up to date as necessary. Details should be kept up to date as necessary.

7.2 Fees and charges

Activity	Charge
Late payment of employer and/or employee contributions and any other payments due.	A fixed penalty of £50 per occurrence plus interest as defined in the LGPS Regulations.
Late provision of monthly or year-end contributions returns in prescribed format	A fixed penalty of £50 per occurrence plus £10 for each week plus part week of continued non-provision.
Failure to provide a copy of discretions policy or latest version	A fixed penalty of £50 for failing to supply a copy plus a further £50 charged on each occasion that a policy is requested or is chased by an officer and is not supplied
Failure to provide required member information monthly via I-Connect or other methods if agreed	Charge £50 per form and a further charge of £50 per month the form is outstanding
Failure to respond or provide any other required information within timeframes.	A fixed penalty £50 per case for each case chased after the original deadline has passed.
Late notification annual year end information	£250 plus interest as defined in the LGPS Regulations.
Charges for persistent incorrect and incomplete information provided by the scheme employer to the administering authority (where the case has to be returned for incorrect information on more than 2 occasions).	£50 per case
Fines levied against the administering authority from the Pensions Regulator that are directly attributable to the scheme employer's performance.	Amount requested by the Pensions Regulator.
Fines levied against the administering authority from the Pensions Ombudsman that are directly attributable to the scheme employer's performance.	Amount requested by the Pensions Ombudsman
Delay causing payments from the Fund to be treated as unauthorised payments for HMRC purposes	Cost of amount of the unauthorised payment.
Fines from any other statutory body incurred as a result of the scheme employers actions.	As levied

7.3 Performance Standards

Administering authority

In addition to the legislative and regulatory requirements set out previously, the administering authority and scheme employers will ensure that all functions and tasks are carried out to agreed quality standards. This section outlines the key responsibilities of the administering authority, and the performance standards scheme employers and scheme members should expect. It is focused on the key activities which involve interaction with scheme employers and/or scheme members and should not be viewed as an exhaustive list.

Governance

Function	Requirement
Regularly review the Fund's pension administration strategy and consult with all scheme employers	At least annually or following any material change in scheme rules or policies relating to the Strategy
Review the Fund's Funding Strategy Statement at each triennial valuation, following consultation with scheme employers and the Fund's actuary.	As part of each formal triennial valuation, to be published by 31 March following the valuation date
Review the Fund's Communication policy statement	At least annually, as part of Fund's annual report and accounts. To be published within 30 days of any revision being agreed by the Pension Committee
Review the Fund's Governance and compliance statement	Annually, as part of Fund's annual report and accounts. To be published within 30 days of any revision being agreed by the Pension Committee
Formulate, keep under review and publish policies in relation to all areas where the administering authority may exercise a discretion within the scheme	Review annually or following any material change in scheme rules amending existing discretions or introducing new ones. To be published within 30 days of any revision being agreed by the Pension Committee
Publish the Fund's Annual report and Financial Statement	By 30 September following the year-end or following the issue of the auditors opinion
Notify scheme employer of issues relating to scheme employer's unsatisfactory performance	Within 15 working days of performance issue being identified.

General administration/member data

Function	Requirement
Provide support for scheme employers through a dedicated employer website, technical notes, forums, employer bulletins/alerts and day to day contact	Ongoing support as required
Organise and provide coaching sessions on an employer's roles and responsibilities	Upon request of scheme employers or as administering authority officers deem necessary
Notify scheme employers and scheme members of changes to the scheme rule	Within 15 days of regulatory change
Produce annual benefit statements to active and deferred members as at 31 March each year	By 31 August following the year-end
Produce and issue annual allowance pension saving statements each year to members who have exceeded their annual allowance	By 6 October following the end of tax year (subject to receipt of all relevant information from the scheme employer)
Publish and keep up to date all forms required for completion by scheme members or employer	30 days from any revision
Issue and keep up to date web-based employer guides and factsheets	Within 30 days from date of change/amendment
Issue and keep up to date scheme guide and all other literature for issue to scheme members	Within 30 days from date of change/amendment
Set up new joiner and provide statutory notification to member	Within 40 days of receipt of correct notification from a scheme employer
Process changes in employees' circumstances which may impact on pension benefits	Within 30 days of receipt of correct notification from a scheme employer
Process transfer-in quotations	Within 10 working days of receipt of all required information
Transfer notification of credited membership/accrued pension account to be notified to the scheme member	Within 10 working days of receipt of payment
Transfer-out quotations processed	Within 10 working days of receipt of all necessary information
Transfer-out payments processed	Within 10 working days of receipt of all necessary information
Determine necessary category in relation Aggregation/Interfund cases and issue notification to member of service credit and accrued pension account	Within 15 working days of receipt of all necessary information

Process divorce valuation	Within 30 working days of receipt of all necessary information
Notify the scheme employer of any scheme member's election to pay additional pension contributions, including all required information to enable deductions to commence	Within 15 working days of receipt of election from a scheme member
Process scheme member requests to pay/amend/cease additional voluntary contributions	Within 15 working days of receipt of request from scheme member
Process deferred benefits calculations and issue notification to former scheme member	Within 20 working days of receipt of all necessary information
Process deferred benefits into payment	Within 10 working days of receipt of election and all necessary information
Process refund of pension contributions	Within 10 working days of receipt of all necessary information
Provide retirement options to members	Within 10 working days of receipt of all necessary information
Process new retirement benefits following receipt of options	Lump sum payment plus first payment of pension within 10 working days of receipt of all necessary documentation. Thereafter pension payment on monthly payroll run
Acknowledge notification of a death of a scheme member to their personal representatives/next of kin	Within 5 days of receiving the notification
Determine recipient of a death grant	Within 10 working days of receipt of all necessary information and representations enabling a decision to be made
Make payment of death grant	Within 10 working days of making determination regarding recipient
Provide notification of benefits payable to dependents	Within 10 working days of receiving the required information
Provide notification of benefits payable to dependents	Within 10 working days of receiving the required information
Provide an answer or acknowledgement to scheme members/scheme employers/personal representatives/dependents and other authorised persons	Within 14 days from receipt of enquiry
Undertake data reconciliation exercises against Fund and scheme employer payroll system	Periodically as deemed appropriate

Contributions

Function	Requirement
Consult with scheme employers on the outcomes of the triennial valuation	As part of agreed triennial valuation action plan
Notify scheme employers of contribution requirements for the 3 years effective from April following the triennial valuation date	By 31 December following the triennial valuation date
Notify new scheme employers of their contribution requirements on joining the Fund	Within 30 days of receiving request
Carry out termination valuations on admitted bodies or scheme employers ceasing participation in the Fund	Immediately following notification of exiting scheme employer
Provision of IAS/FRS reports requested by scheme employers	Within agreed timescales following receipt of request from scheme employer.

Scheme Employer

This section outlines the role and responsibilities of all scheme employers in the Fund and the performance standards they are expected to meet, to enable the administering authority to deliver an efficient, quality and value for money service.

The Scheme employer must maintain employment records for each member for the purposes of determining membership and entitlement to benefits (this will need to include full-service history for the period of LGPS membership held under the employment, as well as any gaps in service and whether these were repaid).

The employer must keep a full pay history for the 13 years, ending 31 March, before the member leaves the Scheme.

Governance

Function	Requirement
Designate a named individual to act as the primary employer contact, who is the main contact with regard to any aspect of administering the LGPS and confirm to the administering authority.	Within 30 days of becoming a scheme employer or within one month of the change in officer role.
Appoint person for stage 1 of the pension dispute process (IDRP) and provide full up to date contact details to the Fund	Within 30 days of becoming a scheme employer or following the resignation of the current adjudicator
Notify the administering authority that the stage 1 decision has been issued and provide a copy of the determination	Within 10 working days of making the determination.

Appoint an independent registered medical practitioner qualified in occupational health medicine or arrange contract with third party, in order to consider all ill health retirements applications and agree appointment with administering authority	Within 30 days of commencing participation in the scheme or date of resignation of existing medical officer
Formulate, publish and keep under review policies in relation to all areas where the employer may exercise discretion within the LGPS	A copy of the policy document is to be submitted to the administering authority within one month of a change in policy
Distribute any information provided by the administering authority to scheme members/potential scheme members (e.g. financial information or generic news alerts)	In a timely manner as required

General administration/member data

Function	Requirement
Determine eligibility for LGPS membership – including the date membership starts	At the date of employee joining employment or, if different, the date employee becomes eligible for LGPS membership.
Determine elements of pay to be treated as pensionable for the purposes of the LGPS	At the date of employee joining employment or, if different, the date employee becomes eligible for LGPS membership
Notify the administering authority of new joiners via monthly submission	New joiner information will be submitted electronically by scheme employers in a format agreed with the administering authority. Notifications must be included on the monthly data submission for the month that the member joined, or the month after if this is not possible
Provide monthly return to administering authority providing a breakdown of employee of contribution, CARE/FTE pay and service related data	Within the same timescales as the remittance of employer and employee contributions
To provide annual year end return to administering authority	Completed and validated return to be submitted no later than 30 April following year end
To action requests for data reconciliations of member records	To fully answer data reconciliations/member queries from the Fund within XX weeks of receipt of data

Provide new employees with information regarding the scheme, including access to the member guide and the Fund's membership form (required in order that the administering authority can establish previous pension entitlements and apply for transfer details on behalf of the member)	Within 30 days of the member's first day of entry to the scheme
Direct all eligible new employees to the member guide to the pension scheme on the Fund website	At date of employee appointment
Provide confirmation of any change in a scheme member's circumstances that might impact their LGPS entitlements (e.g. move into or out of the 50/50 scheme, family related leave, etc.)	Within 30 days of the event or receipt of information
Notify the administering authority of early leaver/opt over three months for member's entitled to a refund or deferred benefit.	Notifications must be included on the monthly data submission for the month that the member left, or the month after if this is not possible
Confirm actual leaving data for an opted-out member	Notifications must be included on the monthly data submission for the month that the member left, or the month after if this is not possible
Notify the administering authority when a member leaves with immediate entitlement to benefits (normal, late, ill health or flexible retirement) and issue retirement option form to the employee.	Notifications must be included on the monthly data submission for the month that the member retired, or on an earlier monthly return. Only in exceptional cases should notification be made on a later monthly return
Notify the administering authority of the death of an employee and provide next of kin details.	Within 5 working days of knowledge of the death of the employee
To determine based on medical opinion and advice whether an ill health award is to be made and determine where relevant which tier 1,2 or 3. Arrange for the completion of the appropriate forms and provision of IRMP certificate where ill health retirement is to be awarded	No later than 14 days prior to the date of retirement.
To submit request for estimates for forthcoming retirement	No later than 1 months before retirement, where known

Outsourcing/new employer admissions

Function	Requirement
Notify the administering authority where an outsourcing of services which will involve a TUPE transfer of staff to another organisation is anticipated so that information can be provided to assist in the decision	At the point of deciding to tender
Notify the administering authority of lead decision making and operational officers in circumstances where a prospective new employer or admitted body may request to join the Fund as a result of reorganisation or TUPE transfer	At commencement of business review project
Work with administering authority officers to arrange for an admission agreement to be established	A minimum of 30 days in advance of the date of contract
Notify the administering authority if the scheme employer ceases to admit new scheme members or is considering terminating membership of the Fund	As soon as decision is agreed

Contributions

Function	Requirement
Ensure correct employee contribution rate to be applied each scheme year in line with the appropriate contribution banding table	Immediately upon commencing scheme membership, reviewed as per policy on adjusting employee contribution rates.
Strain on the Fund payments – ensure that where applicable additional fund payments are paid to the Fund (for e.g. redundancy / flexible retirement).	Within 30 days of receipt of invoice from the administering authority
Remit employer and employee contributions to the Fund	By 22nd of the month following deduction of payroll.
Implement changes to employer contribution rates as instructed by the administering authority at the date specified by the Fund Actuary	In line with the Rates Adjustment Certificate as per the triennial valuation
Ensure and arrange for the correct deduction of employee contributions from a member's pensionable pay including any period of child related leave, trade dispute or other forms of leave of absence from duty	In accordance with payroll cycle

Manage the deduction of all additional contributions or amend such deductions, as appropriate	As required
Arrange for the deduction of AVCs and payment over of contributions to the AVC provider(s) and inform the administering authority as required	In accordance with payroll cycle
Refund any employee contributions when employees opt out of the pension scheme within 3 months and submit notification to the administering authority	As part of the next available payroll following receipt of the election to opt-out
Payments in respect of all work carried out on behalf of the scheme employer by the Fund's Actuary and connected data quality assurance undertaken by the Fund's Administration Team	To be paid within 30 days of the invoice from the Fund