

Pensions Administration Strategy

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Introduction

The Local Government Pension Scheme (LGPS) is one of the largest public sector pension schemes in the UK. The South Yorkshire Pensions Authority (the Authority) administers the scheme for, at time of writing, 574 employers in South Yorkshire.

The LGPS is a valuable element of the total remuneration package of employees working with employers in the scheme. Good quality administration and communication of the overall benefits of the LGPS aids in the confidence of membership towards the scheme and in their value of this employee benefit.

The LGPS Regulations 2013 enables the Administering Authority to prepare a written Pension Administration Strategy (the Strategy) of its policy in relation to communications between and levels of performance for both the Pensions Authority and employers within the scheme.

This Strategy replaces the current Pension Administration Strategy with effect from 1 January 2026 and applies to all existing employers, and all new employers joining the Fund after the effective date.

Delivery of such an administration service is not the responsibility of one person or one organisation, but rather the joint working of several different stakeholders, who between them are responsible for delivering the pensions administration service to meet the diverse needs of members as well as regulatory requirements.

The Strategy sets out the expected levels of administration performance of both the Authority and the employers within the Fund, as well as details on how performance levels will be monitored and the action that might be taken where persistent failure occurs.

Aims and Objectives

The purpose of this Strategy is to set out the quality and performance standards expected of the Authority and Employers within the Fund.

The Authority's specific objectives relating to this Strategy are as follows:

- Provide a high quality, professional, proactive, timely and customer focussed administration service to the Fund's stakeholders.
- Administer the Scheme in a cost effective and efficient manner utilising technology appropriately to obtain value for money.

- Ensure the Fund's employers are aware of and understand their roles and responsibilities under the LGPS regulations and in the delivery of the administration functions of the Fund.
- Ensure the correct benefits are paid to, and the correct income collected from, the correct people at the correct time.
- Maintain accurate records and ensure data is protected and has authorised use only.

Compliance

Developed in consultation with fund employers, the Strategy seeks to promote good working relationships, improve efficiency and ensure agreed standards of quality in delivery of the pension administration service among scheme employers. A copy of this Strategy is made available on the Fund's website.

In no circumstances does this Strategy override any provision or requirement of the regulations, nor is it intended to replace the more extensive commentary provided on the Authority's website and administration guides that are provided by the Local Government Association (LGA).

Review

The Pensions Administration Strategy Statement will be reviewed

- Every 3 years as a matter of routine.
- Whenever impacted by regulatory and other legislative changes or major amendments to the Authority's other policies, statements and strategies.
- Employers will be consulted and informed about any changes.

Regulatory Framework

The LGPS is a statutory scheme, established by an Act of Parliament. The Local Government Pension Scheme Regulations 2013 (the Regulations) provide the conditions and regulatory guidance surrounding the production and implementation of Administration Strategies.

In carrying out the required roles and responsibilities in relation to the administration of the Scheme, the Authority and Fund Employers will, as a minimum, comply with overriding legislation, including:

- Local Government Pension Scheme Regulations
- Pensions Acts 2004, 2011 and 2021 and associated disclosure legislation
- Public Service Pensions Act 2013 and associated record keeping legislation
- the Discretionary and Compensation Regulations 2006
- TPR General Code of Practice 2024
- Freedom of Information Act 2000
- Equality Act 2010
- Finance Act 2013
- Relevant Health and Safety legislation
- Data Protection Act 2018
- the Disability Discrimination Act 1995
- the Age Discrimination Act 2006
- Employment Rights Act 2010
- HMRC Legislation and Current GAD Guidance
- and any future amendments to the above legislation.

In accordance with the Public Service Pensions Act 2013, the Scheme is regulated by the Pensions Regulator (TPR). The Authority and Fund employers are required to comply with regulatory guidance and in particular the General Code of Practice issued by TPR. The Regulator has the power to issue sanctions and fines in respect of failings caused by the Authority and where employers fail to provide us with correct or timely information. Should this happen, the Authority would recharge any costs back to employers as set out later in this Strategy.

Regulation 59(1), of the Regulations, enables a LGPS Administering Authority to prepare a written statement of the Administering Authority's policies in relation to such matters mentioned in Regulation 59(2) that it considers appropriate. This written statement shall be known as the "Pension Administration Strategy" and shall include the following:

- Procedures for liaison and communications between the Authority and its Scheme Employers
- The establishment of levels of performance which the Authority and its Scheme Employers are expected to achieve in carrying out their Scheme functions. These functions are:
 - (i) The setting of performance targets
 - (ii) The making of agreements about levels of performance and associated matters, or
 - (iii) Such other means as the Administering Authority considers appropriate.
- Procedures which aim to secure that the Administering Authority and its Scheme Employers comply with statutory requirements in respect of those functions and with any agreement about levels of performance
- Procedures for improving the communications by the Administering Authority and its Scheme Employers to each other of information relating to those functions
- The circumstances in which the Administering Authority may consider giving written notice to any of its Scheme Employers under these regulations (additional costs arising from the Scheme Employer's level of performance) on account of that employer's unsatisfactory performance in carrying out its Scheme functions when measured against levels of performance established under the SLA
- The publication by the Administering Authority of annual reports dealing with:
 - (i) The extent to which the Administering Authority and its Scheme Employers have achieved the level of performance established under the Strategy
 - (ii) Such other matters arising from The Strategy as the Administering Authority considers appropriate.

- Such other matters as appear to the Administering Authority after consulting its Scheme Employers and such other persons as it considers appropriate, to be suitable for inclusion in The Pension Administration Strategy.

In addition, Regulation 59(3 - 7) requires that:

- Where the Administering Authority produces a Pension Administration Strategy, it is kept under review and revised where appropriate
- When reviewing or revising the Pension Administration Strategy the Administering Authority must consult with its Scheme Employers and such other persons it considers appropriate
- Where the Administering Authority produces a Pension Administration Strategy or revises that strategy it must send a copy of it to each Scheme Employer and to the Secretary of State
- The Administering Authority and Scheme employers must have regard to the Pension Administration Strategy when carrying out functions under the LGPS regulations.

Regulation 60 requires each employing authority to publish its discretion on:

- Funding additional pension [16(2)(e) and 16(4)(d)]
- Flexible retirement [30(6)]
- Waiving actuarial reductions [30(8)]
- The award of additional pension [31]

In addition, Regulation 14 of the Local Government (Discretionary Payments) (Injury Allowances) Regulations 2011 requires employers to publish and keep under review its policy on these regulations.

There are also several discretionary discretions under the current regulations and some mandatory discretions under previous sets of regulations.

The Employers Services Team can provide template discretion policies upon request.

Regulation 70 of the Local Government Pension Scheme Regulations 2013 enables the Administering Authority to recover additional costs from a Scheme Employer when, in the opinion of the Administering Authority, it has incurred additional costs because of the poor performance of the Scheme Employer in relation to the Pension Administration Strategy.

The Administering Authority may give written notice to the Scheme Employer stating:

- The Administering Authority's reasons for forming the opinion
- The amount the Administering Authority has determined the Scheme Employer should pay under Regulation 69(1)(d) in respect of those costs and the basis on which the specified amount is calculated
- The provisions of the Pension Administration Strategy which are relevant to the decision to issue the notice.

Data Protection Act 2018

The Authority is a Data Controller as part of the Data Protection Act 2018 which incorporates the General Data Protection Regulation (GDPR). This means we store, hold, and manage personal data in line with statutory requirements to enable us to provide pension administration services. To enable us to carry out our statutory duty, we are required to share information with certain bodies but will only do so in limited circumstances. More information about how we hold data and with whom we share it can be found in the Fund's Privacy Notice on the website.

Scheme Employer Duties and Responsibilities

The delivery of a high-quality cost-effective administration service is not the responsibility of just the administering authority. It also relies on joint working of the administering authority with several individuals employed in different organisations to ensure scheme members and other interested parties receive the appropriate level of service, and that statutory requirements are met.

Monthly data transfer

The Authority's method of data collection is by way of electronic data transfer using the Employer Hub. All employers will be provided with training and guidance on how to use Employer Hub and to maintain user access.

Response to queries

There are times when Employer Services may need to contact employers with queries on the data provided, or to request additional information to provide scheme members with details of their pension entitlement. From time to time, employers may also require information from the Pensions Team regarding the scheme.

Timescales for dealing with specific requests are listed in this document and where a timeframe is not provided, either party should be responded to within 10 working days of receipt of the request. Timescales for dealing with bulk queries from either party should be agreed separately.

Appointing a main contact

Each employing authority must designate a named individual to act as the main point of contact regarding any aspect of administering the LGPS, and to be responsible for ensuring the requirements set out in this strategy are met.

Their key responsibilities are:

- to act as a liaison for communications to appropriate staff within the employer - for example, Human Resources, Payroll teams, Directors of Finance;
- to ensure that standards and levels of service are maintained, and regulatory responsibilities are complied with.
- to ensure that details of all nominated representatives and authorised signatures are correct and to notify the fund of any changes immediately;
- to arrange distribution of communications literature as and when required;
- to inform the fund of any alternative service arrangements required;
- to assure data quality and ensure the timely submission of data to the fund; and
- to assist and liaise with the fund on promotional activities.

Notification of employee's rights: Internal Disputes Resolution Procedure (IDRP)

Under Regulation 72 of the LGPS 2013 regulations, any decisions made by an Scheme Employer affecting an employee's rights to membership, or entitlement to benefits must be made as soon as is reasonably practicable and notified to the employee in writing including a reference to their right of appeal in line with Regulation 73 of the LGPS regulations. Every notification must;

- Specify the rights under stage 1 and stage 2 of the appeals procedure, quoting the appropriate regulations;
- Specify the time limits within an appeal, under either stage, which apply and;
- Specify to whom an application for appeal must be made to.

For first stage appeals, this must be the nominated person of the employer who made the decision.

For 2nd stage appeals, this will be the appointed person at the Authority.

The Authority has guidance for employers to provide to individuals who raise an issue under the IDRP procedure. This can be found on the fund's website.

Nominated person

Each employing authority is required to nominate and name the person to whom applications under Stage 1 of the IDRP should be made. Employers must also notify the fund of any first stage appeals they receive.

Audit

The Authority is subject to an annual audit of its processes and internal controls. Employers are expected to fully comply with any requests for information from both internal and approved external auditors. Any subsequent recommendations will be considered and, where appropriate, implemented with employing authority cooperation.

Service Standards to Scheme Members

Overriding legislation dictates the standards that pension schemes and employers should meet in providing certain pieces of information to various associated parties – not least of which includes the scheme member. The Regulations also identify several requirements for the fund and employers, which may not have all been covered in this document. It is important that employers make themselves familiar with the HR and Payroll guides available on www.lgpsregs.org

Employer guides are available on the Authority's website: <https://www.sypensions.org.uk/>

The responsibilities that the Authority and employers are expected to achieve to ensure compliance with legislation are outlined in the following tables:

New Starters	
Employer Responsibility	Authority Responsibility
<ul style="list-style-type: none">• To ensure that pensions information is included as part of any new employment induction process, including in contracts of employment and appointment letters.• The pensions information to be provided includes links to the Scheme Guide and New Joiner Form. By directing all new members to the fund's website where the information can be viewed or downloaded. The most up-to-date versions of forms and guides can always be found on the fund website. https://www.sypensions.org.uk/Members/All-members/Booklets https://www.sypensions.org.uk/Members/All-members/Forms• To ensure that all employees subject to contractual admission are brought into the scheme from their relevant start date, and provide the Pensions Team with accurate	<ul style="list-style-type: none">• To accurately create member records on the Pensions Administration System following notification from an employer of a new entrant to the scheme.• To support employer requests to attend inductions.• To update pension information in accordance with regulatory changes, and to keep PDF versions of forms and guides up to date on the fund website• The fund will contact all new starters, providing them with access the 'MyPension' and reissuing a New Joiner Form if one has not been received, within eight weeks of notification of a new starter.• To accurately record and update member records on the pension administration system.• Inform each employer of any new contribution bandings tables in place from each April, so that employee contribution rates can be updated each year on commencement of joining the pension scheme.

<p>member data, using the monthly data submission, within six weeks of the members' start date.</p> <ul style="list-style-type: none"> • To determine the appropriate contribution rate (whether individually or by an automated process on payroll) and (as soon as is reasonably practicable), notify the employee of this contribution rate which is to be deducted from the employee's pensionable pay and the date from which the rate will become payable. It is for the employer to determine the method by which the notification is given to the employee, but the notification must contain a statement giving the address from which further information about the decision may be obtained. The notification must also notify the employee of the right to appeal, including the processes and timescales involved. Furthermore, the correct employee contribution rate according to the scheme the member is in – either the 50/50 or 100/100 scheme should be applied and (if appropriate) adjusted throughout the year according to the employer's discretionary policy on re-banding. • To send the fund notification via Employer Hub of any eligible employees subject to automatic enrolment, who opt out of the scheme within six weeks of joining. • Where there is more than one contract of employment with the same employer, each membership shall be maintained separately, and the fund notified as above. 	
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CHANGES IN CIRCUMSTANCES FOR ACTIVE MEMBERS	
Employer's Responsibility	Authority Responsibility
To ensure that the fund is informed of any changes in the circumstances of employees within four weeks of the change. Please note that changes should ideally be submitted on the	<ul style="list-style-type: none"> • To provide forms and spreadsheets for recording key changes in circumstance and to provide guidance on the secure submission of data through Employer Hub

<p>Monthly Data submission but can also be provided through Employer Hub via selecting the correct process. Changes may include:</p> <ul style="list-style-type: none"> • Personal information • Change of name • Marital status • National insurance number 	<ul style="list-style-type: none"> • To accurately record and update member records on the pensions administration systems within four weeks of notification, or any shorter period as requested by the employer with regards to specific requirements
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<p>Conditions of employment affecting pension such as:</p> <ul style="list-style-type: none"> • Contractual hours (mandatory for members who meet the McCloud underpin requirements only) • Any remuneration changes due to promotion, downgrading or car salary sacrifice. • Full-time equivalent pensionable pay according to the pre 2014 definition • Actual pensionable pay (including overtime/additional hours and APP) in 100/100 and 50/50 schemes according to the post 2014 definition (CARE). • Employee's contribution rate • Employee number and/or post number • Date joined scheme <p>Guidance can be found in the employers' area of the Authority's website.</p> <p>The Full Termination Form on Employer Hub needs to be completed for:</p> <ul style="list-style-type: none"> • Leavers – accessing pension benefits immediately 	<p>Transfer of Pension benefits from other providers</p> <ul style="list-style-type: none"> • To provide information to the scheme member on any potential transfer in of benefits once all information required to process the quotation has been received. The fund has up to two months to provide the transfer quotation. • Once the member has agreed to proceed with the transfer of benefits into the LGPS the fund must send information confirming the additional pension benefits within 2 months of receipt of payment from the previous pension provider
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- **NB.** An employee can easily exceed HMRC annual allowance if their pay increases. You therefore are asked to inform the fund of:
- Significant pay awards/pay increases
- Honorariums
- Additional Voluntary Contributions (AVC) contributions
- Shared Cost AVC contributions (if applicable)
- Shared Cost Additional Pension Contributions

For a full list of data items required, see the section FINANCIAL AND DATA OBLIGATIONS, or further information is available from the Authority directly.

Absence

- During periods of reduced or nil pay because of sickness, injury, or relevant child-related leave (i.e., ordinary maternity, paternity or adoption leave or paid shared parental leave and any paid additional maternity or adoption leave) assumed pensionable pay (APP) should be applied for pension purposes and included in the CARE pay sent via the monthly data submission
- Employer contributions should be deducted from pay and any APP. If the employee receives no pay the employer contributions should still be deducted from APP. The APP should be shown on the Monthly Submission for the correct employer contributions to be collected.
- Should an employee wish to purchase Additional Pension Contributions (APC) or a Shared Cost Additional Pension Contributions (SCAPC) contract to buy back the pension 'lost' during the absence, the APP amount will need to be calculated and provided to the member's employer.

<p>Employers must bring to the attention of the member, before a period of absence, that they can buy back the 'lost' pension. Employers should also direct members to the website www.lgpsmember.org where they can calculate the cost to buy back this 'lost' pension. As employees have a 30- day timeframe within which to buy back the lost pension, employers should be sure to mention this to the employee early in the 30-day period.</p> <p>Types of absences include:</p> <ul style="list-style-type: none"> • Maternity, paternity, and adoption • Paid & unpaid leave of absence • Industrial action (SCAPC not available) • Any other material/authorised period of absence 	
ANNUAL YEAR END RETURN, VALUATION & ANNUAL BENEFIT STATEMENTS	
Employers' Responsibility	Authority Responsibility
<ul style="list-style-type: none"> • To ensure the fund receives accurate year to date information to 31 March through the final monthly data submission of the tax year by the date specified by the Authority. Information received after this date will be a breach and will be recorded on the breaches log. If this is deemed to be a material breach this will be reported to the Pensions Regulator • To ensure the correct whole time contractual pay figure is supplied in Column AB of the March Monthly Submission. • To provide any additional information that may be required by the fund to complete year-end and produce annual benefit statements by the 30 April each year. • To ensure that all errors highlighted from the annual contribution and pensionable pay posting exercise are 	<ul style="list-style-type: none"> • To process employer year end contribution returns by 30 June • To produce annual benefit statements for all active members by 31 August. • To highlight annually if an individual has exceeded their annual allowance and issue a pension saving statement by 5 October. • To provide data to the fund Actuary and Government Actuary's Department to enable employer contribution rates to be accurately determined. • To provide an electronic copy of the actuarial valuation report and contributions certificate to each employer.

<p>responded to and corrective action taken promptly and by 30 June at the very latest.</p> <p>NB. It is recommended that you ensure your processes and internal controls are covered by your own Audits.</p>	
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Retirement Estimates	
Employers' Responsibility	Authority Responsibility
<ul style="list-style-type: none"> To obtain early retirement estimates where a strain cost may be incurred, from Employer Hub. Please contact the fund if you would like more information or unable to obtain a specific online estimates, for example partial Flexible Retirement. 	<ul style="list-style-type: none"> Following receipt of a request, to issue the individual quotations/information within fifteen working days after all information required to process a quotation has been received. If the member is unable to self-serve via mypension.

Outsourcings	
Employers' Responsibility	Authority Responsibility
<p>Staff transfers e.g., outsourcings</p> <ul style="list-style-type: none"> To comply with the relevant regulations and statutory guidance to ensure continued membership of the LGPS for protected members affected by an outsourcing exercise. To provide advanced notification/liaison with Employer Services when considering an outsourcing exercise or re-letting a contract which affects members/eligible members of the LGPS. See guidance on the fund's website. To be aware that legal and actuarial costs associated with an outsourcing exercise will be passed onto the employer outsourcing the service. <p>Change of payroll provider</p>	<ul style="list-style-type: none"> To provide guidance, arrange the relevant actuarial calculations to current employers participating in the fund who are considering outsourcing.

Employers need to inform the Authority if they are considering changing their payroll provider so Employer Services can ensure they are aware of the pension fund's requirements. Ensure you complete the necessary forms and have received all your data from the outgoing payroll provider. There will be a charge for all the work undertaken by the Authority to move you to your new payroll provider.	<ul style="list-style-type: none"> To provide support to employers to assist with transfers to a new payroll provider. This is chargeable
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Actual Retirements	
Employers' Responsibility	Authority Responsibility
<ul style="list-style-type: none"> To submit the appropriate leavers instruction to the Authority through the termination form on Employer Hub and the monthly data submission as soon as required information is available. Confirming the decision as to the type of benefit that is to be paid to the member. Evidence of the calculation of final pensionable pay may be requested so the Pensions Team can check the accuracy of the pay provided. Further information can be found in the Employers area of the Authority website. 	<ul style="list-style-type: none"> The Authority will send to the member information of their benefit entitlement within 15 days of receiving all required information from the employer The Authority will send the member a letter notifying them of the date retirement benefits will be paid within 15 days following receipt of all documentation from the member. To make payment of any lump sum within 15 days following receipt of all relevant fully completed forms and certificates, or retirement date if later. To pay any pension payment on the last banking day of the month each month following retirement unless this falls on a weekend or bank holiday when the payment will be made on the last working day before.

Ill Health Retirements	
Employers' Responsibility	Authority Responsibility
<ul style="list-style-type: none"> To determine whether an ill health benefit award is to be made, based on medical evidence and the criteria set in the current LGPS regulations, and after obtaining an opinion from an Authority approved Independent 	<ul style="list-style-type: none"> To calculate and pay the required benefits in line with actual retirement timescales.

<p>Registered Medical Practitioner (IMRP) on the appropriate certificate. If an award is made, to then determine which tier 1, 2 or 3 is to be awarded.</p> <ul style="list-style-type: none"> • Inform the Authority of your decision supported with all related paperwork including IMRP certificate and a copy of the notice letter issued to the member confirming the level of ill health benefits awarded and the appeal information under IDPR. • • To keep a record of all Tier 3 ill health retirements, particularly in regard to arranging the 18-month review. Arranging, if necessary, with an (IMRP) approved by the Authority for a further medical certificate. • To recover any overpayment of pension benefits following a discovery of gainful employment and notify the fund, where appropriate. • • To review all Tier 3 ill health retirement cases at eighteen months. Further information on ill health retirements can be found on the employers' pages on the website 	<ul style="list-style-type: none"> • To assist, if required, the employer in performing their legislative responsibility to review Tier 3 ill health cases at eighteen month.
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Members Leaving Employment before Retirement	
Employers' Responsibility	Authority Responsibility
<ul style="list-style-type: none"> • To notify the fund via Employer Hub as a leaver, ensuring all relevant information is included on the submission within four weeks of the members leave date. • If the member has Final Salary membership, you need to provide Final Salary pay to the date of leaving on your monthly data submission or complete the additional leaver form on Employer Hub. 	<ul style="list-style-type: none"> • To accurately record and update member records on the pension administration system. • The fund will notify a member of their deferred benefit entitlement within 2 months following receipt of correct information from the employer Hub data upload. • To process and pay a refund within 2 months following receipt of all relevant information from both the employer and the member.

Former Members with Deferred Benefits	
Employers' Responsibility	Authority Responsibility
<ul style="list-style-type: none"> To keep adequate records of the following for members who leave the scheme with deferred benefits, as early payment of benefits may be required: <ul style="list-style-type: none"> Name & last known address National Insurance number Payroll number Date of birth Last job information including job description Salary details Date and reason for leaving To determine, following an application from the former employee to have their deferred benefits paid early, if they are eligible for early payment on ill health grounds. This must be in line with the criteria set in the relevant regulations and after requesting a medical opinion from an (IRMP) approved by the Authority. Or to determine whether benefits should be released early and, in some cases, any actuarial reduction waived on compassionate grounds. 	<ul style="list-style-type: none"> To record and update member records on the pensions administration system. To provide former members with an annual benefit statement of their deferred benefits, updated by the annual pensions increase award when applicable by 31st August each year To provide estimates of benefits that may be payable and any resulting employer costs within 20 working days of request from the employer

Death in Service & Terminal Illness	
Employers' Responsibility	Fund's Responsibility
<ul style="list-style-type: none"> To inform the fund immediately on the death of an employee via the leavers form, or when a member is suffering from a potentially terminal illness and to provide details of the next of kin within 1 week. 	<ul style="list-style-type: none"> To provide an initial letter of acknowledgement to the next of kin/informant within 10 working days following a notification of death.

<ul style="list-style-type: none"> • Further information can be found on the employer pages of our website 	<ul style="list-style-type: none"> • To provide a letter notifying dependents of benefits within 15 working days following receipt of identification/certificates and all relevant documentation. • To assist employers, employees and their next of kin in ensuring the pension options are made available and that payment of benefits are expedited in an appropriate and caring manner.
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Financial & Data Obligations	
Employers' Responsibility	Authority Responsibility
<ul style="list-style-type: none"> • To pay the fund all contributions deducted from payroll (not including AVCs) of its employees and employer contributions and any deficit lump sum payments due monthly by Direct Debit. Further information can be found on the website. • Each payment must be accompanied by a monthly data submission providing the following mandatory data for each member: <ul style="list-style-type: none"> • Employer reference • Folder reference • Payroll reference • National Insurance number • Title • Forename(s) • Surname • Gender • Date of Birth • Effective Date of submission • Scheme section • Contribution rate • Employee's main/5050 contributions • Employee's main/5050 section pensionable pay 	<ul style="list-style-type: none"> • To allocate correctly the contributions received to each employee record and to keep a log of contributions received from each employer. • To charge interest for late payment in the following circumstances. • Employer contributions (including deficit payment) are overdue if they are received a month later than the due date specified. • All other payments (including employee contributions) are overdue if they are not received by the due date specified. • The fund will record any late receipt of payment or data submissions on the Breaches Log. These will be monitored and reported to the Pensions Regulator, if deemed materially significant.

<ul style="list-style-type: none"> • Employer's contributions • Annual contractual pensionable salary • Mandatory data for APC/SCAPC/Added Years <ul style="list-style-type: none"> • Employee monthly amount • Employer monthly amount (if applicable) • Mandatory data for leavers/opt out: <ul style="list-style-type: none"> • Date of leaving • Reason for leaving • The last 365 days whole time contractual salary* • Upload the Opt out form through Employer Hub • Mandatory data for starters <ul style="list-style-type: none"> • Marital Status • Address • Start date • Starting hours • Whole-time equivalent hours • Starting pay • Changes Information**: <ul style="list-style-type: none"> • Absence: <ul style="list-style-type: none"> ▪ Unpaid absence period and reason ▪ If absence is purchased – please upload the relevant form through Employer Hub • Hours: <ul style="list-style-type: none"> ▪ Effective date ▪ Previous and Current hours ▪ Whole-time equivalent hours • Personal Information: <ul style="list-style-type: none"> ▪ Name ▪ Address ▪ Marital status and date changed • Employers are required to pay all rechargeable items to the fund immediately on receipt of the invoice. The fund, in certain 	<ul style="list-style-type: none"> • Inform employers of any rechargeable items as they become due. Early Retirement Strain will be notified prior to benefits being put into payment.
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circumstances, may not commence the member benefits until the invoice has been paid.	
**Can be supplied through Employer Hub	

ADDITIONAL PENSION CONTRIBUTIONS (APCs) and SHARED COST APC's (SCAPCs)	
Employers' Responsibility	Authority Responsibility
<ul style="list-style-type: none"> To communicate to employees regarding the option of SCAPC's to cover periods of 'lost pension' and the timeframe they must elect to purchase a SCAPC. Members must elect within 30 days of returning to work following the absence, but employers have the discretion to extend this period. This should be laid out in the employer's Discretions Policy. To calculate and collect from the employee, payroll contributions and to arrange the prompt payment to the fund, according to the published schedule the month following the deduction. More information can be found in the employer area on the Website. 	<ul style="list-style-type: none"> To provide information on APCs via a link to the national LGPS member website where a modeller can be found.

Measuring Performance

Both employer and Authority targets will be measured on a quarterly basis. Administrator performance levels will be published in the quarterly Board reports. Overall Authority performance will be published in the Annual Report.

Reference	Casework KPI	Fund Target
B1	Communication issued with acknowledgement of death of active, deferred, pensioner and dependent member	5 days
B2	Communication issued confirming the amount of dependents pension	10 days

B3	Communication issued to deferred member with pension and lump sum options (quotation)	15 days
B4	Communication issued to active member with pension and lump sum options (quotation)	15 days
B5	Communication issued to deferred member with confirmation of pension and lump sum options (actual)	15 days
B6	Communication issued to active member with confirmation of pension and lump sum options (actual)	15 days
B7	Payment of lump sum (both actives and deferreds)	15 days
B8	Communication issued with deferred benefit options	30 days
B9	Communication issued to scheme member with completion of transfer in	15 days
B10	Communication issued to scheme member with completion of transfer out	15 days
B11	Payment of refund	10 days
B12	Divorce quotation	45 days
B13	Communication issued following actual divorce proceedings i.e application of a Pension Sharing Order	15 days
B14	Communication issued to new starters	40 days
B15	Member estimates requested by scheme member and employer	15 days

Benchmarking

The fund will regularly monitor its costs and service performance by benchmarking with other administering authorities. Details of the costs of administration, quality measures and standards of performance will be published in the Annual Report

Employer Performance

As part of this Pensions Administration Strategy, the fund has processes for reporting on employer performance. Performance will be measured across;

- The submission of monthly data returns.

- The payment of contributions and other payments due.
- The submission of retirement notifications.
- The number of queries, along with the rate and quality of responses.
- The number of data breaches or near misses caused by the employer for failing to provide accurate information.
- The number of complaints received and IDRP cases upheld against the employer.
- Whether or not a copy of the employer's current discretions policy has been shared with the Authority.
- Whether or not an employer has failed to notify the Authority of key changes or events within a reasonable timeframe

Poor performance leading to additional work and costs

The Authority will work closely with all employers to assist them in understanding all statutory requirements, whether they are specifically referenced in the Regulations, in overriding legislation, or in this Strategy. The Authority will work with each employer to ensure that overall quality and timeliness is continually improved.

The Regulations provide that the Authority may recover from an employer any additional costs associated with the administration of the scheme, incurred because of the unsatisfactory level of performance of that employer.

Where the Authority wishes to recover any such additional costs, notice will be given stating:

- The reason that the employer's level of performance contributed to the additional cost.
- The amount determined that the employer should pay.
- The basis on which this amount was calculated.
- The provisions of the Administration Strategy relevant to the decision to give notice.

The Authority provides a framework which enables employers to be equipped with the tools to meet these requirements through further training, where required, and provides them with the opportunity to improve where performance is not satisfactory.

However, in instances where the performance of the employer results in fines being levied against the Authority by TPR, Pensions Ombudsman or other regulatory body, an amount no greater than the amount of that fine will be recharged to that employer.

The Authority has the discretion to charge interest on the late payment of contributions by an employer. Interest will be charged in respect of late payments of contributions received from employers, where the payment is overdue (with the overdue date being as specified in the relevant regulations). Interest will be calculated as per the relevant provisions in the LGPS regulations. However,

the Authority can choose to waive the charge. Waiving the amount will generally only be considered if the interest is considered de-minimis.

The Authority reserves the right to charge for work associated with the creation and termination of employers and for any work unique to an Employer (or Group of Employers) such as a bulk transfer of pension rights.

The Authority also reserves the right to make a charge for bulk routine work that is required as a matter of urgency in exceptional circumstances that would lead the Authority to incur additional costs to complete the work, for example by the use of overtime, or where the work is required, exceptionally, well within the agreed service standards for that work which could then compel the Authority to resource the work at a cost to other work, members or employers.

Any such charge or fee would always be made clear and agreed at the outset before any such work was commenced or service provided.

Schedule of Charges

Activity	Charge
Accounting Disclosures	There will be a minimum administrative charge of £100 to provide the cashflow data to the actuary to prepare the Accountancy Disclosures. Additional charges for additional work will be notified on request.
Monthly data return submitted late	A fixed penalty of £500 if received after the date specified by the Authority in the following month, plus a further fixed penalty of £50 for every further day late after that deadline.
Resubmission of an incorrect data return	A fixed penalty of £500 plus charges to account for the officer resource used to rectify any issues charged at a minimum hourly rate of £100
Failure to provide correct member data or respond to any queries raised within the requested timeframe	A charge of £25 per case for each case chased after the original deadline has passed.
Failure to provide a copy of discretions policy or latest version	A fixed penalty of £500 for failing to supply a copy plus a further £250 charged on each occasion that a policy is requested or is chased by an officer and is not supplied

Other rectification work the Authority is required to carry out in order to rectify errors caused as a result of employer error	The Authority will recover the cost for the work involved based on an appropriate officer hourly rate.
Failure to notify the Authority of key changes or events, including a change of payroll provider or outsourcing.	A fixed penalty of £1000 for every monthly report that fails to be submitted from Month 1 of the new contract and £1000 where the change has a significant impact on administration or £500 plus a further £100 charged on each occasion that further information is requested or chased and not supplied.
Failure to complete a direct debit mandate	A fixed penalty of £1000 plus a further fixed penalty of £50 per day for every further day late following that deadline

Associated Policies and Documents

Participating employers are advised to familiarise themselves with the other policies issued by the fund, available on our website <https://www.sypensions.org.uk/Pensions-Policies>

- Funding Strategy Statement and all supporting Policies.
- The Consultation, Communications and Engagement Strategy
- Governance Compliance Policy
- Customer Charters