

**LONDON BOROUGH OF HACKNEY
PENSION FUND**

**PENSION ADMINISTRATION
STRATEGY
2018/19**

**For the Local Government Pension Scheme
(LGPS)**

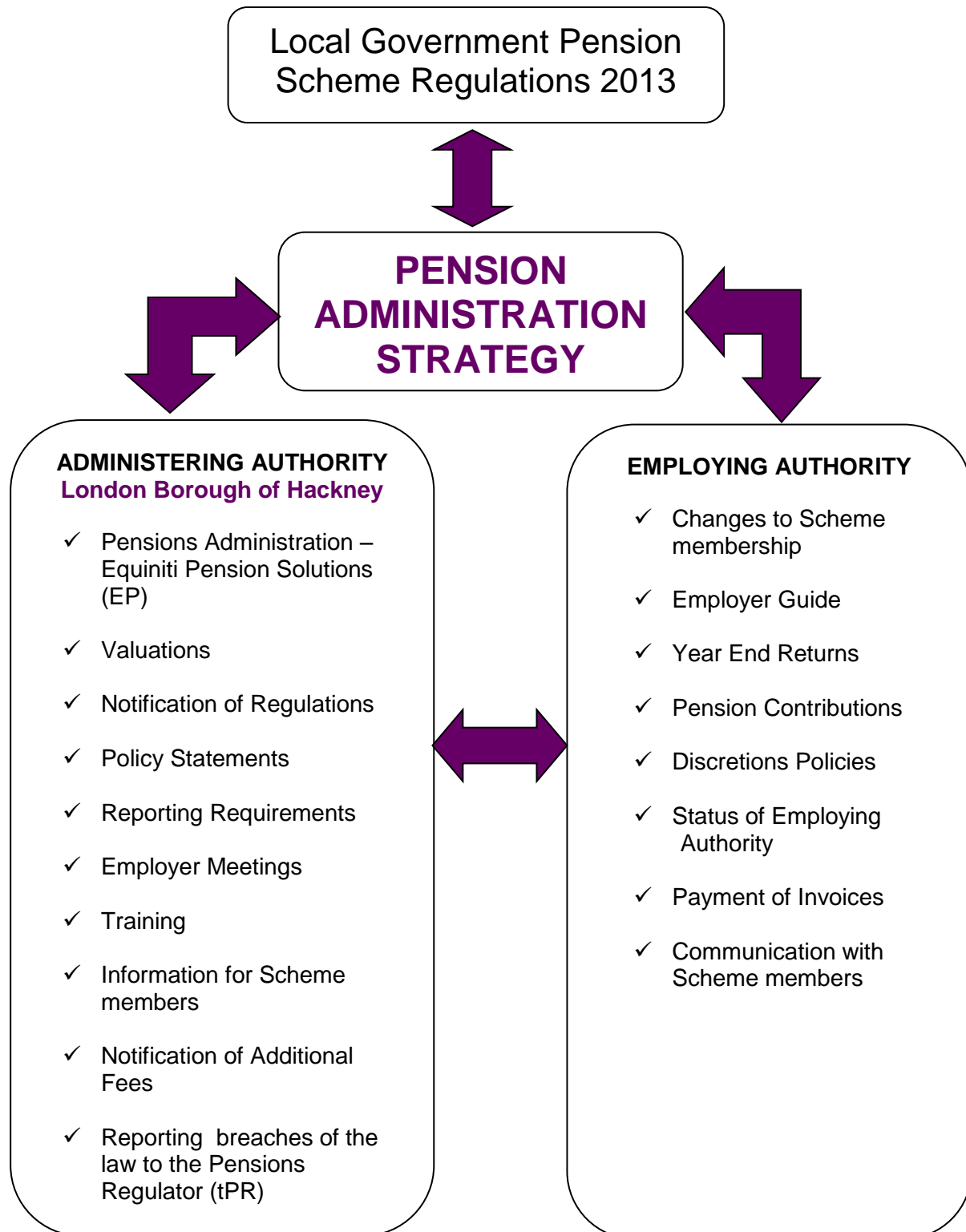


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INTRODUCTION

This is the Administration Strategy Statement of the London Borough of Hackney Pension Fund (the Fund) in relation to the Local Government Pension Scheme (LGPS – the Scheme), which is administered by the London Borough of Hackney (LBH) and Equiniti Pension Solutions (EP). Below is a diagram showing the roles and responsibilities of the parties in the administration of the scheme



Aims

The aim of this Pension Administration Strategy is to set out the quality and performance standards expected of the Fund and its scheme employers. The Administration Strategy will assist in clarifying the roles and responsibilities of both the Administering Authority and the Employing Authorities, i.e. those employers who participate in the Pension Fund.

In addition, there are approximately 70 local authority schools that operationally are part of the London Borough of Hackney, but use separate payroll providers. Unless specifically mentioned otherwise, all references in this strategy to employers apply to these local authority schools, and they are required to provide information as if they are separate employers.

Effective and efficient administration of the pension fund is beneficial to all stakeholders in the Pension Fund, the Administering Authority, employers and scheme members. The following are some of the benefits to be had from having efficient pension scheme administration; the list is by no means exhaustive and is not in order of importance.

For the Administering Authority, effective administration means:

- It can fulfil its obligations under the regulations for administering the pension scheme
- Lower costs, improved use of resources
- Easier and swifter provision of services to employers and scheme members
- Improved communication between Administering Authority, employers and scheme members
- Improved monitoring of performance
- Clean data enabling faster and more accurate monitoring of the Pension Fund by the Fund actuaries
- Improved decision making in relation to policies and investments

For Employing Authorities, effective administration means:

- Greater understanding of the Pension Fund and its impact upon them as an employer
- Lower costs
- Improved communication
- Employee satisfaction
- Improved decision making for budgeting
- Fulfilling its obligations as an Employing Authority under the LGPS regulations

For Scheme members, efficient administration means:

- Accurate records of their pension benefits
- Earlier issuance of annual benefit statements
- Faster responses to their pension record queries
- Faster access to benefits at retirement
- Improved communications
- Enhanced understanding of the pension scheme and the benefits of being a member

Setting out the expectations of the Administering Authority and Employing Authorities will help to ensure that both parties are aware of their roles and responsibilities in relation to the administration of the pension scheme. Both employer and administrator are dependent on the other for effectual communication and accurate flows of information without which the pension scheme cannot be administered effectively. The scheme members are reliant on both the employer and the administrator to ensure that their pension records are accurate and that they are well informed.

The Pension Administration Strategy is not meant to supersede existing procedures or policies but to complement them. The Admission Agreement or Protocol sets out some basic requirements of both the Administering Authority and the employer and the Employer Guide sets out in detail how to carry out day to day administration of the Pension Fund within the employer's site.

Implementation

The Administration Strategy is effective from 1 April 2018.

Regulatory basis

The Scheme is a statutory scheme, established by an Act of Parliament. The following regulations governing the Scheme are shown below:

- Local Government Pension Scheme (Benefits, Membership and Contributions) Regulations 2007 (as amended)
- Local Government Pension Scheme (Administration) Regulations 2008 (as amended)
- Local Government Pension Scheme (Transitional Provisions) Regulations 2008 (as amended)
- Local Government Pension Scheme Regulations 2013 (as amended)
- Local Government Pension Scheme (Transitional Provisions and savings) Regulations 2013

Regulation 59(1) of the Local Government Pension Scheme Regulations 2013, enables a Local Government Pension Scheme Fund to prepare a written statement of the authority's policies ("its pension administration strategy") as one of the tools which can help in delivering a high quality administration service to its scheme members and other interested parties.

In addition, Regulation 59(2)e of the 2013 regulations, allows a fund to recover additional costs from a scheme employer where, in its opinion, they are directly related to the poor performance of that scheme employer. Where this situation arises the fund is required to give written notice to the scheme employer, setting out the reasons for believing that additional costs should be recovered, the amount of the additional costs, together with the basis on which the additional amount has been calculated.

ADMINISTRATION IN THE LONDON BOROUGH OF HACKNEY

Responsibility

The London Borough of Hackney has delegated responsibility for the management of the Pension Fund to the Pension Committee. The Pension Committee will monitor the implementation of this Administration Strategy on an annual basis.

In addition the Pensions Board, will assist and advise the Administering Authority in ensuring compliance with the Regulations and will receive reports on the Administration Strategy and its effectiveness.

Objective

The Fund's objective in relation to administration is to deliver an efficient, quality and value for money service to its scheme employers and scheme members. Operationally the administration of the Fund is partly outsourced to Equiniti Pension Solutions and partly carried out by Council staff.

The Council and Equiniti Pension Solutions staff work together to provide a seamless service to scheme employers and scheme members.

Communications

The Fund has published a Communication Strategy Statement, which describes the way the Fund communicates with:-

- scheme members
- members representatives
- prospective members
- scheme employers
- other stakeholders/interested parties

The latest version of the Communication Strategy Statement can be obtained from the Fund website:- <http://hackney.xpmemberservices.com>

The table below summarises the current methods the Fund uses to communicate:

| | |
|--|--|
| Website http://hackney.xpmemberservices.com | Information about the Fund, the LGPS, administrative procedures, policies and forms for use |
| Newsletters | Annual newsletter and additional newsletters issued as may be necessary to highlight new issues and forthcoming events |

| | |
|--|---|
| Employer meetings | Held annually to provide Employers with a forum to address the Fund's staff and advisers |
| Helplines:- Equiniti Pension Solutions London Borough of Hackney Pensions Team | 01293 603085 020 8356 2521 |
| E-mail addresses: For the Equiniti Pension Solutions team: Hackney.pensions@equinitipaymaster.com For the London Borough of Hackney team: pensions@hackney.gov.uk | To answer day to day questions about administering the Scheme |
| Individual Employer meetings | Offered to Employers who need advice about how to carry out the day to day administration of the Scheme |
| Annual Benefit Statements | Sent to active and deferred scheme members |
| Individual Scheme member meetings | 1-2-1 meetings available with a member of the Pensions team as required |
| Pension Presentations | Presentations to staff, managers, new employees, etc on pension related matters |

Training and Engagement

The objectives of the Fund have always been to keep stakeholders informed of new developments by sending emails and newsletters, and by providing free training, forums and workshops for Employers when new Regulations are implemented or are under consideration. Additionally free training is offered on an ongoing basis to new scheme employers or relevant new HR/Payroll staff.

It is important that Employers ensure that their staff have the right level of skills and knowledge to support any changes, starting with a sound foundation of existing regulations and administrative processes. There is an ongoing need to continuously maintain the quality of member records and the administrative processes by improving the quality of information received from Employers.

The aims of this approach are therefore:-

- To maintain a high standard of customer service for members and Employers
- To ensure that relevant staff within each Employer have sufficient knowledge and skills to effectively discharge administrative processes
- To ensure that Employers are fully aware of the risks involved in poor administration and maintenance of member pension records and if they fail to discharge of their discretionary functions
- To provide ongoing training on relevant employer responsibilities
- To support the implementation of new technology within the Fund to enable self-service for the Employer and streamlined administration

To achieve this, the Fund will:-

- Work with Employers' Human Resources, Payroll and other staff to help develop relevant skills and knowledge by providing appropriate assistance, guidance and training
- Organise free workshops and forums for Employers to debate new issues as they emerge

This strategy will ensure that Employers have a common understanding of their obligations under the Local Government Pension Scheme, and that administrative processes are designed to maximise efficiency and effectively manage risk.

The Fund will provide free training for Employers' relevant staff, to build up and maintain a level of professional expertise which will enable Employers to deliver information required by the Fund to efficiently administer the Scheme.

PERFORMANCE STANDARDS

The Scheme prescribes that certain decisions be taken by either the Fund or the scheme employer, in relation to the rights and entitlements of individual scheme members. In order to meet these obligations in a timely and accurate manner, and also to comply with overriding disclosure requirements, the Fund has agreed levels of performance between itself and scheme employers which are set out below:

Overriding legislation

Scheme employers will, as a minimum, comply with overriding legislation, including:

- Local Government Pension Scheme Regulations
- Pensions Acts 2004 & 2011 and associated disclosure legislation
- Public Service Pensions Act 2013 and associated record keeping legislation
- Freedom of Information Act 2000
- Equality Act 2010
- Data Protection Act 2003/GDRP legislation effective from 25 May 2018
- Finance Act 2013
- Relevant Health and Safety legislation
- Any other legislation that may apply at the current time

Internal quality standards

The Fund and scheme employers will ensure that all functions and tasks are carried out to agreed quality standards. In this respect the standards to be met are:

- compliance with all requirements set out in the Employers' Guide
- all information required by the Fund to be provided in the required format and/or on the appropriate forms referred to in the Employers' Guide which are accessible from the Fund website at <http://hackney.xpmemberservices.com>
- information to be legible and accurate
- communications to be in a plain language style
- information provided to be checked for accuracy by an appropriately qualified member of staff
- information provided to be authorised by an appropriate officer
- actions are carried out, or information provided, within the timescales set out in this Administration Strategy.

Timeliness

Overriding legislation dictates minimum standards that pension schemes should meet in providing certain pieces of information to the various parties associated with the Scheme. The Scheme itself sets out a number of requirements for the Fund and scheme employers to provide information to each other, scheme members and prospective scheme members, dependants, other pension arrangements or other regulatory bodies. The following sections on responsibilities set out the locally agreed timescales for these requirements.

FUND RESPONSIBILITIES

The London Borough of Hackney is the Administering Authority of the London Borough of Hackney Pension Fund and has delegated powers to the Pensions Committee to oversee the management of the Pension Fund. The role of the Administering Authority is to administer the Pension Fund and act as a quasi-trustee body for the management of the Pension Fund.

The Pensions Board comprising equal numbers of employer and scheme member representatives will assist the Administering Authority in ensuring compliance with the regulations and in particular as this affects the administration of the Pension Fund and will therefore review the effectiveness of the Fund's Pension Administration Strategy on an annual basis.

This section outlines the key responsibilities of the Fund and the performance standards scheme employers and scheme members should expect. It is focussed on the key activities which scheme employers and scheme members are involved in and should not be viewed as a complete list of all activities. It includes the performance standards that the Administering Authority has agreed with the pension administrators, Equiniti Pension Solutions (EP).

Administering Authority - Fund Administration

This section details the functions which relate to the whole Fund, rather than individual scheme members' benefits.

| Function/Task | Performance Target |
|---|--|
| Publish and keep under review the Fund's Administration Strategy . | Consult with employers following any significant revisions to the Administration Strategy Notify employers of agreed Strategy within 2 months of being agreed by the Pensions Committee |
| Publish and keep up to date the scheme guide and Employers' Guide . | 30 working days from any significant revision. |
| Publish and keep up to date all forms required for completion by scheme members, prospective scheme members or scheme employers. | 30 working days from any significant revision. |
| Upon receipt of accurate information on the appropriate form , the provision of 1 estimate per member/employee, per 12 month rolling period, in relation to retirement of an active member due to age, redundancy, efficiency or flexible retirement | 20 working days from date of receipt of correct estimate request <i>Refer pages 35 & 36 if you require any assistance</i> |

| Function/Task | Performance Target |
|---|---|
| Host a meeting for all scheme employers. | Annually |
| Organise training sessions for scheme employers. | Upon request from scheme employers, or as required. |
| Notify scheme employers and scheme members of changes to the scheme rules. | Within two months of the change(s) coming into effect. |
| Notify a scheme employer of issues relating to the scheme employer's unsatisfactory performance . | As soon as a performance issue becomes apparent. |
| Notify a scheme employer of decisions to recover additional costs associated with the scheme employer's unsatisfactory performance (including any interest that may be due). | Within 10 working days of scheme employer's failure to improve performance, as agreed. |
| Issue annual benefit statements to active and deferred members as at 31 March each year. | To be issued no later than five months after the end of the Scheme year to which it relates. |
| Issue formal valuation results (including individual employer details). | 10 working days from receipt of results from the Fund's actuary (but in any event no later than 31 March following the valuation date). |
| Carry out interim valuation exercises on cessation of admission agreements or a scheme employer ceasing participation in the Fund. | Upon each cessation or occasion where a scheme employer ceases participation on the Fund. |
| Arrange for calculation of FRS17/IAS19 valuations for employers as required | Within 10 working days from receipt of results from the Fund's actuary |
| Arrange for the setting up of separate admission agreement , where required (including the allocation of assets and notification to the Secretary of State). | Within 3 months of agreement to set up |
| Publish, and keep under review, the Fund's Governance Policy and Compliance Statement . | Within 30 working days of policy being agreed by the Pensions Committee. |
| Publish and keep under review the Fund's Funding Strategy Statement . | To be reviewed at each triennial valuation, following consultation with scheme employers and the Fund's actuary. Revised statement to be published at the same time as the final valuation report is issued. |
| Publish the Fund's Annual Report and Accounts and any report from the auditor. | By 30 September following the year end or following the issue of the auditor's opinion |

| Function/Task | Performance Target |
|---|---|
| Publish and keep under review the Fund's Communications Policy Statement . | Within 30 working days of policy being agreed by the Pensions Committee |
| Publish and keep under review the Fund's Statement of Investment Principles . | Within 30 working days of policy being agreed by the Pensions Committee |
| Publish and keep under review the Administering Authority Discretions Policies | Within 30 working days of policy being agreed by the Pensions Committee |
| Agree with integrated bodies (e.g. maintained & VA schools) the arrangements with regards to statutory auto-enrolment communications for each 3 year auto-enrolment cycle, and provide written confirmation of those arrangements. | No less than 6 weeks prior to the staging date |

SCHEME ADMINISTRATOR RESPONSIBILITIES

Provider - Equiniti Pension Solutions



Service Standards Agreement

The following provisions apply to the operation of the Service Standards in relation to Services provided: -

- All Service Standards are quoted in Working Days unless otherwise indicated.
- All Service Standards are net of any third party action and from receipt of correct data/information.

| Category | Task | Actions | Service Standards |
|--|---|--|---|
| Calculations Active Members | Retirement of Active member due to redundancy | Provision of retirement quotation. Finalisation of retirement and issue of tax-free cash sum | 10 days from receipt of correct request for quotation. 5 days from receipt of complete & correct data |
| | Late retirement of active member | Provision of retirement quotation. Finalisation of retirement and issue of tax-free cash sum | 10 days from receipt of correct request for quotation 5 days from receipt of complete & correct data |
| Deferred Members | Early Retirement of Deferred member | Provision of early retirement quotation. Finalisation of retirement and issue of tax-free cash sum. | 10 days from receipt of correct request for quotation. 5 days from receipt of complete & correct data |
| | Normal Retirement of Deferred Member | Provision of a provisional statement of retirement benefits Provision of final statement of benefits Finalisation of retirement and issue of tax-free cash lump sum. | 3 months prior to member's NRD 10 days from receipt of request for quotation 5 days from receipt of complete data |
| | Ill health retirement of Deferred Member | Provision of Ill health retirement quotation. | 10 days from receipt of correct confirmation that retirement has been approved and is to proceed. |
| | | | |

| | | | |
|---------------------------------|--------------------------------------|---|--|
| Deferred Members cont... | | Finalisation of retirement and issue of tax-free cash sum | 5 days from receipt of complete & correct data |
| | Late Retirement of a Deferred Member | Provision of retirement quotation. Finalisation of retirement and issue of tax-free cash sum | 10 days from receipt of correct request for quotation. 5 days from receipt of complete & correct data |
| Ad Hoc Quotations | Ad-hoc quotation requests | Provision of quotation as requested | 10 days from receipt of correct request for quotation |

| Category | Task | Actions | Service Standards |
|--------------------------------------|--|---|--|
| Calculations – Active Members | Refund of Contributions | Provide a statement of contributions and a refund | 10 days from receipt of complete & correct data |
| | Deferred Benefits | Provide a statement of deferred benefits. | 10 days from receipt of complete & correct data |
| | Early retirement of active member | Provision of early retirement quotation. | 10 days from receipt of correct request for quotation. |
| | | Finalisation of retirement and issue of tax-free cash sum. | 5 days from receipt of complete & correct data. |
| | Ill health retirement of active member | Provision of Ill health retirement quotation. | 10 days from receipt of correct request for quotation. |
| | | Finalisation of retirement and issue of tax-free cash sum | 5 days from receipt of correct confirmation that retirement has been approved and is to proceed. |
| | Normal Retirement of Active member | Provision of a provisional statement of retirement benefits | 3 months prior to member's NRD |
| | | Provision of final statement of benefits. | 10 days from receipt of complete & correct data. |
| | | Finalisation of retirement and issue of tax-free cash sum | 5 days from receipt of complete & correct data. |

| Category | Task | Actions | Service Standards |
|------------------------|--------------------------------------|--|---|
| Transfer Values | Transfer In Quotation | Obtain transfer details. Calculate and provide quotation to member. | 10 days from receipt of request for quotation 20 days from receipt of complete & correct data |
| | Acceptance of Transfer In | Request Transfer Value. Establish benefits and record. | 5 days from receipt of confirmation that TV is to go ahead 10 days from receipt of transfer cheque |
| | Transfer Out Quotation | Provision of details of Transfer Value available to member | 10 days from receipt of request for quotation |
| | Payment of Transfer Value | Provision of payment for transfer value to nominated recipient | 5 days from receipt of confirmation that the transfer value is to be paid |
| | Divorce proceedings | Earmarking Order received, Pension sharing Order | 5 days from receipt of order |
| Deaths | Active Member – Death in Service | Calculation of death benefits. Establishment of beneficiaries. Payment of death benefits as directed. | 5 days from receipt of notification of death 1 day from instruction to pay |
| | Deferred Member – Death in Deferment | Calculation of death benefits. Establishment of beneficiaries. Payment of death benefits as directed. | 5 days from receipt of notification of death 1 day from instruction to pay |
| | Pensioner – Death in Retirement | Calculation of death benefits. Establishment of beneficiaries. Payment of death benefits as directed. | 5 days from receipt of notification of death 1 day from instruction to pay |
| | Death of Spouse | Calculation of death benefits. Establishment of beneficiaries. Payment of death benefits as directed. | 5 days from receipt of notification of death 1 day from instruction to pay |

| Category | Task | Actions | Service Standards |
|-------------------------------|-----------------------------------|---|---|
| Data | Maintenance of database | Amendment of member records and issue of acknowledgement | 10 days from receipt of notification of change to data. |
| | Cheque Receipt | Acknowledgement of receipt of cheque | 1 day from receipt of cheque |
| | New Entrant | Addition of new member to database. Issue of letter of acknowledgement. | 10 days from receipt of completed application form. |
| | Annual Pension increases | Calculation of increases Notification to pensioners | For implementation on scheduled payment date Not more than one month before scheduled payment date. |
| AVCs | AVC Set Up | Establishment of AVC record on database. Notification sent to Payroll dept. | 10 days from receipt of completed application form. |
| | AVC Quotation | Provision of an AVC quotation | 10 days from receipt of complete data |
| Valuation | Production of various information | Supply of valuation information to the Actuary. | As agreed with the Client and Actuary. |
| FRS17/IAS19 Valuations | Production of various information | Supply of valuation information to the Actuary. | As agreed with the Client and Actuary. |
| Payroll | Payments | Issue BACS payments to pensioners designated bank accounts | To be received in the designated bank account on the due pay date |
| | | Issue payslips to pensioners' home addresses | To be issued second class post via the Royal Mail so as to be expected to be received at the pensioners' home address on the due pay date |
| | | Undertake relevant investigation for returned payments and action to Pensioner Record and inform Administration when relevant | Within 10 working days of receipt |

| Category | Task | Actions | Service Standards |
|----------------------------|------------------------------|---|--|
| Payroll cont... | Payments cont.... | Payment of PAYE to HMRC | To be received electronically by the Collection Office by the 22 nd of the month following deduction. |
| | | Pay statutory/voluntary deductions to relevant recipients. | To be issued within one week of the pay date |
| | Record Amendments | Establish new pensioner record | By first available payment date following date of notification |
| | | General amendments to pensioner records in accordance with instructions provided | By next available payment date |
| | Enquiries | Respond to pensioner enquiries in writing | Within 10 working days of receipt |
| | | Respond to third party enquiries in writing | Within 10 working days of receipt |
| | Year-end | Issue P60s to pensioners | By 31 st May following tax year end |
| | | Issue P35/P14 year-end returns to HMRC | By 19 th May following tax year end |
| | Legislation and Regulations | PAYE regulations | All regulations and legislation regarding PAYE will be complied with |
| | Pension Verification Process | One verification exercise per year to include life certificates, NFI, or any other method which may be agreed | As agreed with the Council |

SCHEME EMPLOYER RESPONSIBILITIES

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

External providers

Scheme employers must ensure that appropriate record-keeping is maintained and where they outsource their payroll, HR or pension administration functions to a third party, the legal responsibility for the provision of pension data to the Administering Authority or the third party pension administrator, lies with the Scheme employer and not the third party.

Any external service providers with responsibility for carrying out any functions relating to the administration of the Local Government Pension Scheme must be made aware of the standards that are to be met.

Scheme employers must therefore ensure, as part of any contract entered into with a third party, that the third party has sufficiently robust processes in place to fulfil the statutory duties of the Scheme and the performance levels set out in the Pension Administration Strategy.

All information must be provided in the format prescribed by the Fund and within the prescribed timescales. Information and guidance is provided in the Employers' Guide which is available from the funds web site <http://hackney.xpmemberservices.com>

Employer Responsibilities/Functions

This section details the functions which relate to employers responsibilities and tasks:

| Function/Task | Performance Target |
|---|--|
| Confirm a nominated representative to receive information from the Fund and to take responsibility for disseminating it within the organisation. Ensure the Fund is kept up to date with any change to the nominated representative. | 30 working days of employer joining fund or change to nominated representative. |
| Formulate, publish and update (as necessary) an Employer Discretions Policy in relation to all areas where the employer may exercise a discretion within the LGPS Regulations. A copy of the Employer Discretions Policy must be provided to the Fund. | Within 30 working days of policy being agreed the employer. <i>Failure to provide the Fund with a copy of your policies could impact on the release/payment of individuals' benefits.</i> |
| Respond to enquiries from the Fund | 10 working days from receipt of enquiry. |
| Attend free administration training provided on admission by the Fund. | On agreed date |

| Function/Task | Performance Target |
|--|--|
| Pay over employer and employee contributions to the Fund and provide schedule of payments in the <u>correct format stipulated</u> by the Fund. | Cleared funds to be received by/on 19 th calendar day of the month following the deduction. <i>Failure to provide the Fund with a schedule of payments by the target date and/or not in the correct format stipulated by the Fund, could result in additional administration costs being levied against you.</i> |
| <p>NOTE</p> <p>Late payment of pension contributions by Scheme employers is a serious offence and the Pensions Regulator or the Pensions Ombudsman has significant powers of sanction.</p> <p>Scheme managers must report payment failures which are likely to be of material significance to the Pensions Regulator within a reasonable period, in the case of employee contributions; and as soon as reasonably practicable in the case of employer contributions</p> <p>The Pensions Regulator can impose fines of up to £50,000 for each instance of persistent offence. Recent changes to the Pensions Act have made it easier to prosecute employers for late payment of contributions.</p> <p>Any fines imposed on the Fund by the Regulator, which is deemed to be the fault of an Employer, will be passed on to that Employer</p> | |
| Implement changes to employer contribution rates as instructed by the Fund. <i>Note - Employer contributions are expressed as a percentage of pensionable pay and are payable at such rate(s) as may be advised by London Borough of Hackney Pension Fund following the completion of each triennial actuarial valuation of the pension fund.</i> | At date specified on the actuarial advice received by the Fund. |
| Provide year end information required by the Fund in the <u>format stipulated</u> in the instructions issued to the nominated representative in March each year. | By 30 April following the year end. |
| To provide any additional information that may be requested by the Fund for the production of the annual benefit statements in each year | By the timescale stated by the Fund at the time of the request |
| To ensure all errors highlighted by the Fund from the contribution information and year end information, are responded to and the corrective action is taken promptly. | By the timescale stated by the Fund at the time of the request |

| Function/Task | Performance Target |
|---|--|
| Ensure that any staff who are not already scheme members are assessed for Auto-enrolment according to their age and earnings. | Assessment to be made according to pay periods (e.g. staff paid monthly should be monitored on a monthly basis) |
| Ensure that any staff who are not scheme members are auto-enrolled within statutory deadlines if they become an Eligible Jobholder and none of the statutory exceptions apply. | With effect from the employee's auto-enrolment date |
| Where employers are providing their own Automatic Enrolment communications, they must ensure that any staff affected by AE (including new starters) are provided with the necessary AE information within statutory deadlines | Within 6 weeks of the date they become eligible for automatic enrolment |
| Where auto-enrolment (AE) communications are provided by the Fund, employers must provide AE data sufficient to permit the production of the necessary staff letters within statutory deadlines. | Within 5 working days of the payroll date |
| Contact the Fund if considering contracting out services which will involve a TUPE transfer of staff to another organisation. | At the very beginning of the tender process so that important pension information can be provided for inclusion in the tender documentation. |
| Work with the Fund to arrange for an admission agreement to be put in place when contracting out a service and assist in ensuring it is complied with. | Agreement to be in place by the time the service is contracted out. |
| Distribute any information provided by the Fund to scheme members/potential scheme members | Within 15 days of its receipt or on joining the scheme |
| Provide new/prospective scheme members with a starter form and a scheme guide (or refer them to the Fund website). | 5 working days of commencement of employment or change in contractual conditions. |
| Payment of additional fund payments in relation to early payment of benefits from ill health, flexible retirement, redundancy or business efficiency retirement, where a strain cost applies | Within 30 working days of receipt of invoice from the Fund. |
| Ensure payment of additional costs to the Fund associated with the poor performance of the scheme employer. | Within 30 working days of receipt of invoice from the Fund. |

Scheme Administration (forms)

This section details the **employer responsibilities** and tasks which relate to scheme member benefits from the Scheme.

| Function/Task | Performance Target |
|--|--|
| <p>To ensure that all employees subject to automatic or contractual enrolment are brought in to the Scheme from their employment start date.</p> <p>Complete a starter form for each new employee admitted to the pension scheme and ensure that the employee completes their element of the process.</p> <p>Where there is more than one contract of employment with the same employer, each contract must have its own starter form as each employment and pension membership must be maintained separately under the Regulations.</p> | <p>Within 15 working days of employee's start date.</p> |
| <p>Arrange for the correct deduction of employee contributions from a scheme member's actual pensionable pay (including overtime) on becoming a scheme member.</p> | <p>Immediately on joining the scheme, opting in or change in circumstances.</p> |
| <p>Ensure correct employee contribution rate is applied in accordance with the LGPS contribution bandings</p> | <p>Immediately upon commencing scheme membership and in line with the employer's policy and as a minimum in each April payroll thereafter.</p> |
| <p>To apply the correct employee contribution rate according to the scheme the member is in – either 50/50 or the main scheme (100/100). To reassess employee contribution rate in line with employer's policy on adjusting employee contribution rates and notify the employee of their change in rate.</p> | <p>Review as per policy and notification within 10 working days of change in rate.</p> |
| <p>After receipt of the appropriate forms, commence deduction of Additional Pension Contributions (APC) or amend such deductions, as appropriate.</p> | <p>Month following election to pay contributions or notification received from the Fund</p> |

| Function/Task | Performance Target |
|--|--|
| After receipt of the appropriate forms, cease deduction of Additional Regular Contributions (ARC) or Additional Pension Contributions (APC) . | Immediately following receipt of election form from scheme member. |
| Arrange for the deduction of AVCs via your payroll provider and the payment over of contributions to the approved AVC provider(s) | Commence deduction of AVCs in month following the month of election Pay over contributions to the AVC provider(s) on/by the 19 th of the month |
| <i>Failure to provide the Fund with a schedule of additional pension payments – added years, ARCs, APCs, AVCs - by the target date and/or not in the correct format stipulated by the Fund, could result in additional administration costs being levied against you.</i> | |
| <p>NOTE</p> <p>Monthly AVC deductions should be paid directly to the AVC provider (Prudential) as soon as the payrolls are processed. A schedule must be sent with the payment, giving details of all contributions paid over to Prudential which must reach Prudential by the 19th day of the month following the month they were deducted.</p> <p>Scheme managers must report payment failures which are likely to be of material significance to the Pensions Regulator within a reasonable period, in the case of employee contributions; and as soon as reasonably practicable in the case of employer contributions</p> <p>Failure to do so is in breach of legislation and may be reported to the Pensions Regulator. Any fines imposed on the Fund by the Regulator, which is deemed to be the fault of an Employer, will be passed on to that Employer</p> | |
| Refund of contributions via your own payroll provider - any employee contributions that have been deducted in error . | Month following month of incorrect deduction. |
| Using the appropriate form, notify the Fund when any employees opt out of the scheme within 3 months of their start date. Cease deduction of employee contributions where a scheme member opts to leave the Scheme. | Month following month of election, or such later date specified by the scheme member. |
| Refund employee contributions via your own payroll provider - where the member has opted out of the Scheme within 3 months and does not have previous LGPS membership. | Month following month of election to opt out. |

| Function/Task | Performance Target |
|---|---|
| <p>Using the appropriate form, provide the Fund with details of all contractual changes to scheme members conditions of service: e.g.</p> <ul style="list-style-type: none"> • contractual hours • actual pay – including overtime • remuneration changes due to promotion or re:grading • honorariums • contribution rate • election to join 50/50 section of the scheme • election, or move, into the main scheme (100/100) | <p>Within 20 working days of change.</p> |
| <p>Using the appropriate form, notify the Fund of material changes in employees' personal circumstances: e.g.</p> <ul style="list-style-type: none"> • marital or civil partnership status • change of name • national insurance number | <p>Immediately following notification by the scheme member of a change in circumstances</p> |
| Function/Task | Performance Target |
| <p>Using the appropriate forms, notify the Fund of any periods of reduced pay or nil pay as a result of:</p> <ul style="list-style-type: none"> • sickness • injury • or relevant child related leave – <ul style="list-style-type: none"> - ordinary maternity, paternity or adoption leave - paid shared parental leave - any additional maternity or adoption leave <p>then Assumed Pensionable Pay (APP) MUST be applied for pension purposes. Both employee and employer contributions must be deducted against the amount of APP.</p> <p>Employers must notify the Fund of the date the reduction is effect from for sickness or injury OR the date from which the relevant child related leave began.</p> | <p>Within 20 working days of notice from employee.</p> |
| <p>Using the appropriate forms, notify the Fund of any periods of reduced pay or nil pay as a result of:</p> <ul style="list-style-type: none"> • unpaid additional maternity, paternity or adoption leave | <p>Within 20 working days of notice from employee.</p> |

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| <ul style="list-style-type: none"> unpaid shared parental leave taken at the end of the relevant child related leave, as Assumed Pensionable Pay (APP) does NOT apply. This is treated as unpaid leave. | |
| <p>Using the appropriate forms, notify the Fund of any periods of reduced pay or nil pay as a result of:</p> <ul style="list-style-type: none"> authorised/unauthorised unpaid leave of absence (sabbatical etc) industrial action <p>as Assumed Pensionable Pay (APP) does NOT apply. This is treated as unpaid leave.</p> | Within 20 working days of notice from employee. |
| <p>Using the appropriate form, notify the Fund when a scheme member leaves your employment – this must include an accurate assessment of their final pay.</p> | Within 15 working days of month end of leaving. |

| Function/Task | Performance Target |
|---|---|
| <p>Using the appropriate form, notify the Fund when a scheme member is due to retire, including an accurate assessment of their final pay.</p> <p>You must also provide the authorisation form, stating the reason for retirement, signed by the employer as agreement to meet any associated costs with the retirement.</p> | Within 15 working days before retirement date. |
| <p>Notify the Fund immediately of the death of a scheme member, or when a member is suffering from a potentially terminal illness, as this will enable the Fund to ensure next of kin details are held and any benefits due are paid in accordance with the members' wishes, if appropriate.</p> | As soon as practicable, but within 5 working days. |
| <p>Appoint an independent medical practitioner qualified in occupational health medicine, in order to consider all ill health retirement applications and agree appointment of such with the Fund</p> | Within one month of commencing participation in the scheme or date of resignation of existing medical adviser |

| | |
|---|---|
| <p>To determine, based in medical opinion from your independent medical practitioner and assistance from the Administering Authority, whether ill health retirement benefits are to be awarded and to determine which tier of benefits are to be paid e.g. Tier 1, 2 or 3.</p> <p>Once determination has been made, to submit all relevant paperwork to the Fund in order for the pension benefits to be put into payment.</p> | <p>Within one month of the final determination being made.</p> <p><i>Refer to page 35 – ill health retirements & tier 3 awards – if you require any assistance</i></p> |
| <p>To keep a record of all Tier 3 ill health retirements, to undertake a review once the pension has been in payment for 18mths to assess if the former employee is gainfully employed and to notify the Fund to cease payments, and to arrange subsequent appointments with the independent medical practitioner qualified in occupational health medicine, to assess whether an increase in benefits is applicable.</p> | <p>Notify the Fund as soon as the process is completed in accordance with the LGPS regulations, and to provide all necessary paperwork for the Fund to either continue or cease payments or to increase the level of benefits to be paid.</p> <p><i>Refer to page 35 – ill health retirements & tier 3 awards – if you require any assistance</i></p> |

MONITORING PERFORMANCE AND COMPLIANCE

Ensuring compliance with the Scheme regulations and this Administration Strategy is the responsibility of the Fund **and** Scheme Employers. We will work closely with all Scheme employers to ensure compliance with all statutory requirements, whether they are specifically referenced in the LGPS Regulations, in overriding legislation or in this Administration Strategy.

This section describes the ways in which performance and compliance will be monitored.

The Pension Board, the National Scheme Advisory Board & the Pensions Regulator (tPR)

The Public Service Pensions Act 2013 established the requirement for local Pension Boards in the LGPS with responsibility for assisting the Administering Authority in relation to the following:

- Securing compliance with the scheme regulations
- Ensuring the effective and efficient governance and administration of the scheme
- Securing compliance with the requirements imposed in relation to the LGPS by the Pensions Regulator; and
- Such other matters as the LGPS regulations may specify.

As a result the Local Pension Board of the London Borough of Hackney Pension Fund was established from 1 April 2015. A key aim of the Pension Board is to raise the standard of management and administration of public service pension schemes and to achieve more effective representation of employer and employee interests in that process.

In addition, the Pensions Regulator's remit was extended to include the public sector, and a national Scheme Advisory Board was created. The Administering Authority and scheme employers are expected to fully comply with any guidance produced by the Scheme Advisory Board and the Pensions Regulator. Any recommendations made by any of these entities will be considered by the Administering Authority, and where appropriate duly implemented (following discussions with employers where necessary).

Audit

The Fund is subject to an annual external audit of the accounts and, by extension the processes employed in calculating the figures for the accounts, by KPMG. The key findings of their work are presented to the Pensions Committee in an Annual Governance Report and the Fund is set an action plan of recommendations to implement.

In addition the Fund is subject to internal audits by the Council of its processes and internal controls. Any subsequent recommendations made are considered by the Fund and where appropriate duly implemented (following discussions with scheme employers where necessary).

Performance monitoring

The Fund monitors Equiniti Pension Solutions' performance against the contract with them and the agreed Service Level Agreement. Monitoring occurs on a monthly basis and Equiniti Pension Solutions are asked to explain variations from agreed Service Level Agreement targets.

Feedback from employers

Employers who wish to provide feedback on the performance of the Fund against the standards in this Administration Strategy should e-mail comments to the following address: pensions@hackney.gov.uk . This will be acknowledged within 5 working days and an investigation of the matter will then be undertaken. Following the investigation a response will be provided to the scheme employer within 15 working days of the initial acknowledgment.

Annual report on the strategy

The Scheme regulations require the Fund to undertake a formal review of performance against the Administration Strategy on an annual basis. This report details the performance of the pension administrators and the Fund's Employers. It is presented to Pensions Committee, Pensions Board and is included within the Pension Fund Annual Report and Accounts.

Background

Section 17 and Schedule 4 of the Public Service Pensions Act 2013 extended the role of the Pensions Regulator to include public sector pension schemes including the Local Government Pension Scheme (LGPS) from 1 April 2015. With regard to the LGPS, the Pensions Regulator now has responsibilities in relation to governance and particularly administration.

Schedule 4 of the Public Service Pensions Act 2013 requires the Pensions Regulator to issue a Code of Practice or Codes of Practice in respect of certain specified matters. In response to this requirement, the Pensions Regulator Code of Practice No 14 ***“Governance and administration of public service pension schemes”*** which came into effect from 1 April 2015.

This Code of Practice is applicable both to the Pension Fund and the individual Employers within the Fund.

Code of Practice No 14

Governance and Administration of Public Service Pension Schemes

Code of Practice No 14 covers the following:-

Governing your scheme

- Knowledge and understanding required by pension board members
- Conflicts of interest and representation
- Publishing information about schemes

Managing risks

- Internal Controls

Administration

- Scheme record-keeping
- Maintaining contributions
- Providing information to members

Resolving issues

- Internal dispute resolution
- Reporting breaches of the law

It is crucial that all Employers within the London Borough of Hackney Pension Fund are aware of, and comply with, the legal requirements and standards covered in the Code.

Failures by an Employer to fulfil legal requirements and follow the expected standards within the Code may result in that Employer (rather than the Pension Fund) being subject to legal enforcement action by the Pensions Regulator.

Sections that have particular relevance for Employers in the Fund are Administration and Resolving Issues

Administration

Scheme record-keeping

Key points

- The Scheme should work with employers to ensure they understand what information they're required to provide and when they need to do this.
- The Scheme should work with participating employers to seek to ensure they understand the key events and information they need to provide, and have processes in place to provide timely and accurate data.
- If an employer fails to provide the required information (meaning that they and/or the Scheme Manager may not be complying with legal requirements), the Scheme should consider whether to report the breach to the Pensions Regulator (tPR).

Schemes require participating employers to provide them with timely and accurate data in order for the scheme manager to be able to fulfil their legal obligations. Schemes should seek to ensure that employers understand the main events which require information about members to be passed from the employer to the scheme and/or another employer, such as when an employee:

- joins or leaves the scheme
- changes their rate of contributions
- changes their name, address or salary
- changes their member status, and
- transfers employment between scheme employers.

If any Employer fails persistently to act according to the procedures set out in this Pension Administration Strategy, meaning that they and/or the Fund may not be complying with legal requirements, the Fund will assess whether there has been a relevant breach and take action as necessary to report breaches of the law to the Regulator under Section 70 of the Pensions Act 2004.

Maintaining contributions

Reporting payment failures

The Scheme must report payment failures that are likely to be of 'material significance' to the Pensions Regulator (tPR) as soon as possible – usually within 10 working days.

A late payment is likely to be of material significance where it was caused by:

- the employer not being willing or able to pay contributions

- possible dishonesty or misuse of assets or contributions
- fraudulent evasion of the duty to pay contributions
- the employer having inadequate procedures or systems in place to ensure the correct and timely payment of contributions due, for example where there are repetitive and regular payment failures,
- contributions having been outstanding for more than 90 days

If any Employer has 5 or more repetitive or regular payment failures in any one financial year, the Fund will deem this as being of 'material significance' and in-line with its legal responsibilities, report this to the Pensions Regulator (tPR). The Employer may then be subject to legal enforcement action by the Pensions Regulator.

Resolving issues

Internal dispute resolution (IDRP)

Where a person with an interest in the scheme isn't satisfied with any matter relating to the scheme, they have the right to ask for that matter to be reviewed.

A person has an interest in the scheme if they:

- are a member or surviving non-dependant beneficiary of a deceased member of the scheme
- are a widow, widower, surviving civil partner or surviving dependant of a deceased member of the scheme
- are a prospective member of the scheme
- have ceased to be a member, beneficiary or prospective member or
- claim to be in one of the categories mentioned above and the dispute relates to whether they are such a person.

The Fund has a clear internal disputes resolution procedure (IDRP) set out for members of the LGPS which can be found on the Pension Fund's website <http://hackney.xpmemberservices.com>. Scheme employers are however, required to nominate an adjudicator to deal with disputes at Stage 1 of the process.

Scheme employers are asked to supply the details of their Stage 1 adjudicator as part of their discretionary policy statement and should advise the Fund immediately of changes made in this regard.

Where a Scheme employer is in dispute with a decision or action taken by the Fund, the Fund will in the first instance attempt to resolve the matter internally and may seek an independent senior mediator from within London Borough of Hackney as the Administering Authority to make a final determination. Should this prove to be unsuccessful, a suitable, mutually agreeable and independent third party shall be appointed to determine the outcome of the matter.

POLICY ON THE RECOVERY OF ADDITIONAL ADMINISTRATION COSTS FROM EMPLOYERS

The Scheme regulations provide pension funds with the ability to recover from a scheme employer any additional costs associated with the administration of the Scheme incurred as a result of the unsatisfactory level of performance of that Scheme Employer.

Where a fund wishes to recover any such additional costs they must give written notice stating:

- The reasons in their opinion that the Scheme Employer's unsatisfactory level of 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 the Administration Strategy relevant to the decision to give notice.

Circumstances where costs might be recovered

It is the policy of the Fund to recover additional costs incurred in the administration of the Scheme as a direct result of the unsatisfactory level of performance of any scheme employer (including the Council) or third party service provider. This includes the payment of fees levied against the scheme employer.

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

- persistent failure to provide relevant information to the Fund, scheme member or other interested party in accordance with specified performance targets in this Administration Strategy (either as a result of timeliness of delivery or accuracy/quality of information)
- failure to pass relevant information to the scheme member or potential members, either due to poor quality of information or not meeting the agreed timescales outlined in the performance targets in this Administration Strategy
- failure to deduct and pay over correct employee and employer contributions to the Fund within the stated timescales
- instances where the performance of the scheme employer results in fines being levied against the Fund by the Pension Regulator (tPR), Pensions Ombudsman or other regulatory body.

For the avoidance of doubt, "accuracy/quality" in this Strategy is defined as when we have received a completed form, or transfer of information, with no gaps in mandatory areas and with no information which is either contradictory or which we need to query.

Approach to be taken by the Fund

The Fund will seek, at the earliest opportunity, to work closely with scheme employers in identifying any areas of unsatisfactory performance, provide the necessary training and put in place appropriate processes to improve the level of service delivery in the future. Consideration for seeking additional administration costs where persistent failure occurs and no improvement is demonstrated by a scheme employer would be seen as a failure and will only be taken once the steps described below are taken to resolve the situation:

1. Write to the scheme employer, setting out area(s) of concern and offer training.
2. If no improvement is seen within one month of the training or no response is received to the initial letter, the scheme employer will be asked to attend a meeting with representatives of the Fund to discuss area(s) of concern and to agree an action plan to address them. Where appropriate, the originating employer will be informed and expected to work with the Fund to resolve the issues.
3. If no improvement is seen within one month or a scheme employer is unwilling to attend a meeting to resolve the issue, the Fund will issue a formal written notice, setting 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.
4. An invoice will then be issued to the scheme employer clearly setting out the 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 document.
5. An annual report will be presented to the Pensions Committee meeting detailing any fees levied against scheme employers and outstanding payments.

Fees for additional administration

The table below sets out the fees which the Fund will levy on a scheme employer whose performance falls short of the standards set out in this document. Each task is referenced to the Employer Responsibilities section. Charging is a last resort and the approach outlined above will be followed before a fee is levied.

| Employer Responsibility | Charge |
|---|--|
| Monthly Contributions Payment - Late payment of employee and employer contributions to the administrators by the 19th calendar day of month following deduction (must be cleared funds by/on 19 th of the month) | £65 plus interest*, calculated on a daily basis until contributions received. <i>*Interest will be charged in accordance with regulation 44 of the LGPS Administration regulations, which states interest should be charged at Bank of England Base Rate plus 1%.</i> |

| Employer Responsibility | Charge |
|---|--|
| Monthly Contributions Schedule (HK221) – Non-provision of the correct schedule of payments and/or not in the format stipulated by the Fund, accompanying the contributions by the 19th calendar day of month following deduction | £65 per occasion |
| NOTE - Any fines imposed on the Fund by the Pensions Regulator, in relation to employer, employee and AVC contributions which is deemed to be the fault of the Employer, will be passed on to that Employer | Re-charge amount to be paid within 30 days of receipt |
| Change Notifications – failure to notify the administrators of any change to a members <ul style="list-style-type: none"> - working hours - leave of absence with permission (maternity, paternity, career break) or - leave of absence without permission (strike, absent without permission) - within 20 days of the change in circumstance. | £65 per form, per occasion |
| Year End Data – failure to provide year end data by 30th April following the year end or the non-provision of year end information or the accuracy/quality of the year end data is poor requiring additional data cleansing <i>For the avoidance of doubt “accuracy/quality” in this Strategy is defined as when we have received a completed form or transfer of information with no gaps in mandatory areas and with no information which is either contradictory or which we need to query</i> | Late receipt - initial fee of £300 then a fee of £150 for every month the information remains outstanding Quality/format of data – fee of £150 should data provided not be in the correct format and/or the quality is poor |
| Year End Data Queries – failure to respond to the administrators requests for information to resolve data queries within the prescribed timescale | Initial fee of £65 per occasion, then a fee of £35 for each month the information requested remains outstanding |
| New Starter(s) - failure to notify the administrators of new starter(s) and the late or non-provision of starter form(s) – within 15 days of employee joining the scheme | Initial fee of £65 per form, then a fee of £35 per form for each month the form(s) remains outstanding |

| Employer Responsibility | Charge |
|--|---|
| <p>Automatic Enrolment (AE) – failure to provide the administrators full details of staff affected by Automatic Enrolment on a monthly basis - within 6 weeks of the date they become eligible for automatic enrolment</p> <p>NOTE - Any fines imposed on the Fund by the Pensions Regulator due to failure to provided information for Auto enrolment process, which is deemed to be the fault of the Employer, will be passed on to that Employer</p> | <p>Initial fee of £100 then a fee of £50 for every month the information remains outstanding</p> <p>Re-charge amount to be paid within 30 days of receipt</p> |
| <p>Leaver(s) – failure to notify the administrators of any leaver(s) and the late or non-provision of leaver form(s) including an accurate assessment of final pay – within 15 days of employee leaving the scheme or employment</p> | <p>Initial fee of £65 per form, then a fee of £35 per form for each month the form(s) remains outstanding</p> |
| <p>Retirees – failure to notify the administrators when a scheme member is due to retire 15 working days before the retirement date - including an accurate assessment of final pay and authorisation of reason for retirement.</p> | <p>Initial fee of £65 per form, then a fee of £35 per form for each month the form(s) remains outstanding</p> |
| <p>Late payment of pension benefits - as a result of the employers failure to notify the administrators of a scheme members retirement & not providing the correct paperwork, interest becomes payable on any lump sum paid. The administrators will recharge the total amount of interest paid back to the employer</p> | <p>Calculation will be provided – payment due is as invoiced within 30 days of receipt of invoice</p> |

EMPLOYER CONTRIBUTION RATES / ADDITIONAL EMPLOYER ASSISTANCE & ASSOCIATED COSTS

Employers Contribution Rates

Employers' contribution rates are not fixed. Employers are required to pay whatever is necessary to ensure that the portion of the fund relating to their organisation is sufficient to meet its liabilities.

The London Borough of Hackney has an actuarial valuation undertaken every 3 years by the Fund's actuary. The actuary balances the fund's assets and liabilities in respect of each employer, and assesses the appropriate contribution rate for each employer to be applied for the subsequent 3 years.

Additional Employer Assistance & Associated Costs

The cost of running the London Borough of Hackney Pension Fund is charged directly to the Fund, and the actuary takes these costs into account in assessing the employers' contribution rates.

If an employer wishes the *London Borough of Hackney to carry out work not attributable to pension's administration they will be charged directly for the cost of that work.

The following functions have been designated Employer Functions – this means that they are outside of the normal scope of pension administration responsibilities for the Fund but the Administering Authority is willing to assist employers with these services.

They will be subject to a charge depending on the level of work required and whether external suppliers have to be engaged such as the Fund's Actuary, Occupational Health, etc.

| Function/Task | Description & Associated cost |
|--|--|
| *Redundancy & Severance calculations (excluding/including pension calculation) | Information, guidance, calculations and the preparation of associated paperwork for employee signature and payroll instructions |
| *Efficiency Retirements | Cost – 1 estimate per employee, per rolling 12 month period is provided free of charge. Subsequent requests from the employer due to a change of circumstance (e.g. last day of service, change of earnings) will be charged at £50 per case |
| *Flexible Retirements | |
| Ill health retirements & Tier 3 awards. | Monitor and review tier 3 ill health awards to cessation, liaise with Occupational Health Services, and provide support at the IHRP meetings to determine cessation of benefits or a potential uplift in benefits Cost – as charged by the Occupational Health Service used for each case |

| Function/Task | Description & Associated cost |
|--|--|
| Injury payments | <p>Calculation and payment of injury awards</p> <p>Cost – standard administration charge £100 plus any cost as invoiced from the Actuary + any chargeable Actuary time as invoiced</p> |
| FRS17/IAS19 | <p>Provision of data required for FRS17/IAS19 calculations to the Actuary, plus any chargeable Actuary time</p> <p>Cost – standard administration charge £100 Plus as invoiced from the Actuary + any chargeable Actuary time as invoiced</p> |
| Admission Agreements | <p>Setting up and amendment of admission agreements for Contractors/new Employers admitted to the Fund</p> <p>Cost – standard administration charge of £100 plus as invoiced from the Actuary/Legal + any chargeable Actuary/Legal time as invoiced, if required</p> |
| Cessation & Interim Valuations | <p>Provision of data required for interim and/provision of data required for interim and/or cessation valuations</p> <p>Cost – as invoiced from the Actuary + any chargeable Actuary time as invoiced</p> |
| Academy Conversions | <p>Any work related to this requiring input from the Administering Authority</p> <p>Cost – as invoiced from the Actuary + any chargeable Actuary time as invoiced</p> |
| Legal Work & non-standard actuarial work | <p>Any work in relation to this requiring input from the Administering Authority – e.g. contract review on outsourcing, employer policies, TUPE & future pension provision etc.</p> <p>Cost – as invoiced from the Actuary/Legal + any chargeable Actuary/Legal time as invoiced</p> |

* the London Borough of Hackney Pensions Team, upon receipt of **accurate information** on the **appropriate estimate request form** in relation to an active member, or employee not in the LGPS, retiring due to age, redundancy, efficiency or flexible retirement, can provide 1 free estimate per member/employee, per 12 month rolling period.

Estimates are normally returned to the requesting employer within 20-30 working days of the receipt of the request – timeframe is dependent on checking employee employment/pension records, complexity of each case and the number of requests received at any one time.

SERVICE AND COMMUNICATION IMPROVEMENT PLANNING

As set out earlier in this Administration Strategy, the Fund's objective in relation to administration is to deliver an efficient, quality and value for money service to its scheme employers and scheme members. This can only be achieved through continuously reviewing and improving the service. Communication between the Fund and scheme employers is key to providing the service and is therefore an important aspect of service improvement planning.

Equiniti Pension Solutions and the Council's in-house pension team work together on a programme of continuous improvement to the service.

The monitoring of the performance standards set out in this document will inform the programme going forward and feedback from scheme employers on the service and the way in which the Fund communicates is welcomed in developing plans. Feedback should be e-mailed to: pensions@hackney.gov.uk.

The Fund will take responsibility for improving the service and determining the balance between implementing service improvements and the goal of providing a value for money service for the Fund.

Employers will be informed of any changes to the service provision which affect the way they interact with the Fund.

CONSULTATION AND REVIEW PROCESS

In preparing this Administration Strategy the Fund has consulted with all the scheme employers with active contributors in the Fund. The strategy will be reviewed every 2 years and more frequently if there are changes to the Scheme regulations or requirements. All scheme employers will be consulted before any changes are made to this document.

The latest version of this document can be accessed from the Fund website <http://hackney.xpmemberservices.com>

LOCAL GOVERNMENT PENSION SCHEME REGULATIONS 2013

The Regulations in relation to the Pension Administration Strategy are contained in the Local Government Pension Scheme Regulations 2013, and are set out below:

Pension administration strategy

59. (1) An administering authority may prepare a written statement of the authority's policies in relation to such of the matters mentioned in paragraph (2) as it considers appropriate ("its pension administration strategy") and, where it does so, paragraphs (3) to (7) apply.

(2) The matters are—

(a) procedures for liaison and communication with Scheme employers in relation to which it is the administering authority ("its Scheme employers");

(b) the establishment of levels of performance which the administering authority and its Scheme employers are expected to achieve in carrying out their Scheme functions by—

(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;

(c) 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;

(d) procedures for improving the communication by the administering authority and its Scheme employers to each other of information relating to those functions;

(e) the circumstances in which the administering authority may consider giving written notice to any of its Scheme employers under regulation 70 (additional costs arising from 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 sub-paragraph (b);

(f) the publication by the administering authority of annual reports dealing with—

(i) the extent to which that authority and its Scheme employers have achieved the levels of performance established under sub-paragraph (b), and

(ii) such other matters arising from its pension administration strategy as it considers appropriate; and

(g) 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 that strategy.

(3) An administering authority must—

- (a) keep its pension administration strategy under review; and
- (b) make such revisions as are appropriate following a material change in its policies in relation to any of the matters contained in the strategy.

(4) In preparing or reviewing and making revisions to its pension administration strategy, an administering authority must consult its Scheme employers and such other persons as it considers appropriate.

(5) An administering authority must publish—

- (a) its pension administration strategy; and
- (b) where revisions are made to it, the strategy as revised.

(6) Where an administering authority publishes its pension administration strategy, or that strategy as revised, it must send a copy of it to each of its Scheme employers and to the Secretary of State as soon as is reasonably practicable.

(7) An administering authority and its Scheme employers must have regard to the pension administration strategy when carrying out their functions under these Regulations.

(8) In this regulation references to the functions of an administering authority include, where applicable, its functions as a Scheme employer

Payment by Scheme employers to administering authorities

69.—(1) Every Scheme employer must pay to the appropriate administering authority on or before such dates falling at intervals of not more than 12 months as the appropriate administering authority may determine—

- (a) all amounts received from time to time from employees under regulations 9 to 14 and 16 (contributions);
- (b) any charge payable under regulation 68 (employer's further payments) of which it has been notified by the administering authority during the interval;
- (c) a contribution towards the cost of the administration of the fund; and
- (d) any amount specified in a notice given in accordance with regulation 70 (additional costs arising from Scheme employer's level of performance).

(2) But—

- (a) a Scheme employer must pay the amounts mentioned in paragraph (1)(a) within the prescribed period referred to in section 49(8) of the Pensions Act 1995**(41)**; and
- (b) paragraph (1)(c) does not apply where the cost of the administration of the fund is paid out of the fund under regulation 4(5) of the Local Government Pensions Scheme (Management and Investment of Funds) Regulations 2009 (management of pension fund)**(42)**.

(3) Every payment under paragraph (1)(a) must be accompanied by a statement showing—

(a) the total pensionable pay received by members during the period covered by the statement whilst regulations 9 (contributions) applied (including the assumed pensionable pay members were treated as receiving during that period),

(b) the total employee contributions deducted from the pensionable pay referred to in subparagraph (a),

(c) the total pensionable pay received by members during the period covered by the statement whilst regulation 10 applied (including the assumed pensionable pay members were treated as receiving during that period),

(d) the total employee contributions deducted from pensionable pay referred to in subparagraph (c),

(e) the total employer contributions in respect of the pensionable pay referred to in subparagraphs (a) and (c),

(f) the total additional pension contributions paid by members under regulation 16 (additional pension contributions) during the period covered by the statement, and

(g) the total additional pension contributions paid by the employer under regulation 16 (additional pension contributions) during the period covered by the statement.

(4) An administering authority may direct that the information mentioned in paragraph (3) shall be given to the authority in such form, and at such intervals (not exceeding 12 months) as it specifies in the direction.

(5) If an amount payable under paragraph (1)(c) or (d) can not be settled by agreement, it must be determined by the Secretary of State.

Additional costs arising from Scheme employer's level of performance

70. (1) This regulation applies where, in the opinion of an administering authority, it has incurred additional costs which should be recovered from a Scheme employer because of that employer's level of performance in carrying out its functions under these Regulations.

(2) The administering authority may give written notice to the Scheme employer stating—

(a) the administering authority's reasons for forming the opinion mentioned in paragraph (1);

(b) the amount the authority has determined the Scheme employer should pay under regulation 69(1)(d) (payments by Scheme employers to administering authorities) in respect of those costs and the basis on which the specified amount is calculated; and

(c)where the administering authority has prepared a pension administration strategy under regulation 59, the provisions of the strategy which are relevant to the decision to give the notice and to the matters in sub-paragraphs (a) or (b).