

PENSIONS ADMINISTRATION STRATEGY STATEMENT



WARWICKSHIRE
PENSION FUND

AS 2025.1



Local Government
Pension Scheme

Contents

Introduction.....	3
1. Compliance.....	3
2. Aims and Objectives	3
3. Review.....	3
4. Regulatory Framework.....	4
5. Scheme Employer Duties and Responsibilities	5
Monthly/annual data transfer	5
Response to queries	5
Appointing a main contact	5
Their key responsibilities are:	5
Authorised signatories.....	6
Employer Training	6
Discretions Policy	6
Notification of employee's rights	6
Nominated person	7
Communications with Employers.....	7
6. Service Standards to Scheme Members	7
7. Recovering Costs / Sanctions / Fines.....	8
8. Standards of Data	10
and any future amendments to the above legislation. Data Protection Act 2018	10
Secure Data Transfer.....	10
Audit	11
Benchmarking.....	11
9. Employer Performance Reporting	12
Reporting breaches	12
10. Associated Policy Statements and Documents.....	13
Communications Strategy Statement.....	13
Employer Discretions Policy.....	14
Funding Strategy Statement	14
Admissions and Termination Policy	14
11. Risks to Strategy Delivery	14
12. Fund Contact Information	14
13. Timescales.....	15

Introduction

Warwickshire Pension Fund (“the Fund”) is responsible for the administration of the Local Government Pension Scheme (“the Scheme”) within the geographical area of Warwickshire. The Fund also administers the Scheme on behalf of a number of qualifying employers who are not situated within the Warwickshire area. The service is carried out by Warwickshire County Council (“the administering authority”) on behalf of qualifying employers and ultimately Scheme members.

This document is the Pensions Administration Strategy Statement which outlines the policies and performance standards towards providing a cost-effective, inclusive, and high-quality pensions administration service.

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

Where reference is made to ‘The Fund’ it will mean the Warwickshire Pension Fund, its Local Pension Board, Staff and Pensions Committee, Investment Sub Committee who all play a role in the effective administration of the LGPS in Warwickshire.

1. Compliance

Developed in consultation with employers within the Fund, this statement seeks to promote good working relationships, improve efficiency and ensure agreed standards of quality in delivery of the pension administration service amongst Scheme employers and the Fund. A copy of this strategy is provided to all employers.

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 by the employer information on the Warwickshire Pension Fund website and administration guides provided by the Local Government Association (LGA).

2. Aims and Objectives

The principal objective of the Administration Strategy is to outline the administration protocols between the fund employers and the Warwickshire Pension Fund. The strategy aims to ensure efficient running of the administration of the Local Government Scheme in Warwickshire and to ultimately provide the best experience to the scheme members.

By outlining the service standards in Appendix 1. The Fund aims to ensure that the statutory requirements imposed on LGPS employers and administering authorities can be met resulting in a regulatory compliant delivery of the LGPS in Warwickshire.

3. Review

The undertakings set out within this Pensions Administration Strategy Statement will be reviewed annually by the Fund. Additionally, the Fund will review this policy statement and make revisions as appropriate, following a material change to the Fund policies in relation to any of the matters

contained in the strategy. Employers will be consulted and informed of any changes.

4. Regulatory Framework

Regulation 59-(1) of the LGPS Regulations 2013 enables an LGPS administering authority to prepare a document (“the pension administration strategy”) detailing administrative standards, performance measures, data flows and communication with employers.

In addition, Regulation 70. -(1) of the LGPS Regulations 2013 allows an administering authority to recover costs from an employing authority where costs have been incurred because of that

employing authority’s level of performance in carrying out its functions under these Regulations. See section on Poor Performance.

This document has been presented, considered and ratified by the Staff and Pensions Committee on [08/06/2020] and, as such, the contents of which apply to all existing and future employers of Warwickshire Pension Fund from this date.

5. Scheme Employer Duties and Responsibilities

The delivery of a high quality, cost effective administration service is not the responsibility of just the administering authority, but depends on the joint working of the administering authority with a number of 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/annual data transfer

The Fund will collect data by way of electronic data transfer using i-Connect. All employers will be provided training and guidance on the use of i-Connect.

Response to queries

There are times when the Pensions Team may need to contact employers with queries on the data provided, or to request additional information in order 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.

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. Employers are required to keep their designated contact information up to date.

Their key responsibilities are:

- to act as a conduit 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.

Authorised signatories

Each employer must nominate individuals to act as authorised signatories, whose names and specimen signatures will be held by the Fund, and who must sign all employer documents or instructions. In signing a document, an authorised officer is not merely certifying that the form comes from the employer stated, but also that the information being provided is correct.

Consequently, if an authorised signatory is certifying information that someone else has compiled, for example leaving information including a final salary pay, career average pay, assumed pay they are authorising to confirm that the information is correct.

It is the employer's responsibility to ensure that details of the authorised signatures are up-to-date, and to notify the Fund of any changes.

Employer Training

The Fund holds quarterly training for employers where officers of the Fund provide information on finances, investment performance, regulatory changes, and administration performance. Attendance by each employer's nominated contacts is actively encouraged. It is ultimately the responsibility of the employer to ensure that any staff with responsibilities related to the pension fund have the appropriate knowledge and skills. The Fund will also arrange bespoke training for staff involved with providing information to the Pension Administration Service or to members of the pension scheme. To arrange any bespoke training please contact the Fund directly.

Discretions Policy

Each employer is required by statute to prepare and publish a written statement as to how they wish to exercise the discretionary powers available to them as a Scheme employer under the LGPS regulations. The policy statement must be kept under review and, where revisions are made, the revised policy statement must be sent to the Fund and made readily available to all employees within the employing authority within one month of the effective date. The LGA has produced a list of all the discretions participating employers have in relation to the LGPS. This document can be found on the website: www.lgpsregs.org. Each employer must provide a copy of their discretions policy to the pension fund and provide updates when it is changed. If an Employer requires assistance in creating their Discretions Policy please contact the Fund directly.

Notification of employee's rights

Internal Disputes Resolution Procedure (IDRP)

Under Regulation 72 of the LGPS 2013 regulations, any decisions made by an employing authority 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 administering authority

The Fund has guidance for employers to provide to individuals who raise an issue under the IDRP procedure.

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 notify the Fund of any first stage appeals they receive.

Employers should inform the Fund of appointed medical practitioners.

Communications with Employers

The Fund will issue a monthly Employer Bulletin to the named employer contact. The bulletin will update employers on matters of interest in relation to the Fund and updates on changes within pension regulations, this will be the main form of communication from the Fund to Employers. The Fund encourage the named contact to read and circulate the bulletin within their organisation to ensure key messages are received as needed.

6. 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 LGPS Regulations also identifies a number of requirements for the Fund and employers, which may not have all been covered in this document. It is important that employers make themselves familiar of the HR and Payroll guides available on

www.lgpsregs.org.uk

Online employer guides and forms is available on the Fund's website

www.warwickshirepensionfund.org.uk which includes template forms and guidance for all Scheme employers.

The levels of performance and procedures which the Fund and employers are expected to achieve to ensure compliance with the overriding legislation are outlined in the below tables: Appendix A

7. Recovering Costs / Sanctions / Fines

Where a serious or persistent and on-going failure to deliver employer responsibilities to the Fund occurs (for example late contributions, late data submissions, or poor data quality), and no improvement is demonstrated by an Employer (and or unwillingness is shown to resolve the issues identified) the Fund may under Regulation 70 (1) of the LGPS Regulations 2013 recover costs from an Employer, where costs have been incurred because of that Employer's level of performance in carrying out its functions under these Regulations.

Any costs charged by the Fund will be recovered from the Employer and not the third-party company appointed by the Employer to provide pensions services e.g. a third-party payroll provider.

Circumstances where additional costs may be recovered

The circumstances where additional costs may be recovered from the Employer include but are not restricted to:

- persistent failure to provide relevant information to the administering authority, Scheme Member, or any other interested party in accordance with specified performance targets (either relating to the timeliness of delivery or the quality of information);
- instances where performance by the Employer results in a loss to the Pension Fund, e.g. any overpayment resulting from inaccurate information supplied by the Employer, costs associated with the assessment of benefits, interest on late payment of benefits, scheme tax charges, etc;
- failure to deduct and pay over correct Employee and Employer contributions within the standard timescales;
- failure to pay or pay on time any other amounts due to the Pension Fund, e.g., actuarial strain payments;
- instances where the performance of the Employer results in fines being levied against the administering authority by the courts, the Pensions Regulator, the Pensions Ombudsman or any other regulatory body.
- instances where the performance of an Employer results in the Fund having to incur out of the ordinary additional expenditure in order to manage around the performance issue, for example having to employ additional staff to manage with lower quality data.

Approach to seeking additional administration costs

The administering authority may take any of the following steps:

- write to the Employer, setting out the issues;
- meet with the Employer to discuss the issues and how these can be addressed;
- issue a formal written improvement notice, where no improvement is demonstrated by the Employer, setting out the issues that have been identified, the steps taken to resolve the them, and that the additional costs will now be reclaimed;
- clearly set out the calculations of any loss resulting to the Pension Fund or administering authority, or additional costs, considering the time spent and resources used in resolving the issue.
- Issue reminders and final notices in respect of due debts.
- Instigate legal debt recovery action including the recovery of collection costs.

Penalties for Failure by Employers to Meet their Statutory Obligations

Administration costs shown below will be charged if an Employer has consistently failed to meet its obligations and an **Improvement Notice** has been issued and not complied with

Employer to the Fund (where the case must be returned for incorrect information on more than two occasions)	
*fine from the Pensions Regulator	Amount requested by the Pensions Regulator
*fine from the Pensions Ombudsman	Amount requested by the Pensions Ombudsman
*delay causing unauthorised payments	Cost of tax from HMRC and or reimbursement of charges imposed by HMRC on the Warwickshire Pension Fund.
Fines from other statutory body incurred as a result of employer's actions	As levied

Regulatory Task	Administration Fee / charge
Late payment of Employer and / or scheme member contributions. Plus, any statutory charges	£150 per occurrence plus interest as defined in this strategy.
Late provision of year end contributions returns in prescribed format	£1,000 per occurrence plus £100 for each week plus part week of continued non-provision
Late provision of starter information, per case	£50 initial charge plus £50 per month of continued non-provision
Late provision of leaver information, per case	£50 initial charge plus £50 per month or part month of continued non-provision
Charges for persistent incorrect and incomplete information provided by the employer	£50 per case

*Fines or charges imposed by the Pensions Ombudsman, Pension Regulator and the HMRC for non - compliance will be recharged in full to the Employer.

The Pension Fund will do everything possible to support Employers to avoid costs but will levy them where necessary.

The Fund will report Employer performance to the Local Pension Board and Pension Fund committees as appropriate, including reporting of the charging of costs and interest to Employers.

8. Standards of Data

Overriding Legislation in performing the role of administering the LGPS

The Fund and employers will comply with the overriding legislation, including:

- the Occupational Pensions Schemes
- (Disclosure of Information) Regulations 2015;
- The Local Government Pension Scheme (Amendment) (Governance) Regulations 2015;
- the Pensions Act 1995, 2004 and 2014;
- any Transitional Regulations currently in place;
- the Discretionary and Compensation Regulations 2006;
- the Data Protection Act 1998;
- the Freedom of Information Act 2000;
- the Disability Discrimination Act 1995;
- the Age Discrimination Act 2006;
- the Finance Act 2004;
- Health and Safety legislation;
- Employment Rights Act 2010;
- HMRC Legislation and Current GAD Guidance;
- Public Service Pensions Act 2013;
- and any future amendments to the above legislation.

Data Protection Act 2018

The Warwickshire Pension Fund 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 who we share it can be found in the Fund's Privacy Notice on www.warwickshirepensionfund.org.uk

The Fund has introduced a Memorandum of Understanding (MOU). The aim of the MOU is to set out that participating employers in the Local Government Pension Scheme (LGPS) can share data with the LG administering authority without a data sharing agreement being in place. (There is no legal requirement for employers to have a data sharing agreement with LGPS administering authorities as they are both data controllers.) A copy of the MOU can be found on the employers' area of the website www.warwickshirepensionfund.org.uk.

Secure Data Transfer

The Fund will follow Warwickshire County Council data security guidelines when sending any personal data, including its published data sharing policy. This means that members' personal data will only be transferred from one party to the other via an acceptable method specified by the Administering Authority which may include any of the following:

- (a) Secure email
- (b) Paper forms signed by an authorising officer from the employer
- (c) Password protected excel spreadsheet

All these measures start from the date of receipt of all relevant information. The annual performance of the Fund is reported each year in the Annual Report.

Audit

The Fund is subject from time to time to audits 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.

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.

Data Quality

The Pension Administration Service value high quality data for our members and encourage our Employers to ensure that data transferred is accurate. The Fund will complete an annual data quality check and report to identify areas where data quality could be improved. The Fund are entering a three-year data cleansing contract which will allow checks of data on both active and deferred members. High quality data protects our members and will allow the Fund to adhere to regulatory requirements for the National Pensions Dashboard project. The Fund report to the Pension Regulator our common and scheme specific data scores annually.

Accurate Data

The Fund require accurate data for all members of the pension scheme from Employers in all cases. Where accurate data is not available the Pension Administration Service will use best endeavours to calculate data that is needed. This could include using national pay data, the national insurance database and data cleansing methods. In individual cases of accurate data not being available the decision on how to correct the data will sit with the Pension Administration Service Manager, with assistance from the Head of Legal and Governance at Warwickshire County Council. In cases effecting more than one individual or materially significant errors extra consideration could be sought from the Scheme Manager. Where Employers have concerns around accurate data they should contact the Pension Administration Service Manager.

Tolerance Policy

In some cases pensionable pay data provided by Employers for members can be subject to change. The Fund will endeavour to correct data that is updated by our employers in most cases, however in cases where the member has left the employment and pensionable pay is updated due to a late agreement on a national pay deal, the fund will only recalculate member benefits where the pay has been subject to a change greater than £250, unless we are contacted by the member to request a benefit recalculation.

Contributions

The Fund expect Employers to pay both member and employer contributions accurately and on time in all circumstances that they are due. In the event that an Employer ceases to be a member of the Fund and updated data leads to a change in contributions owed the Pension Administration Service will use best endeavours to reclaim any owed or unpaid contributions. Consideration to any owed contributions will be given when calculating any Employer final funding position. Any individual circumstances of owed contributions will be reviewed by the scheme manager and would be held on the Employer records.

9. Employer Performance Reporting

As part of this Pensions Administration Strategy the Fund will develop arrangements for reporting on key performance measures.

This approach to reporting will facilitate engagement with employers and provide a mechanism for service level review and recognition of best practice.

Reporting breaches

The Fund has a procedure to be followed in relation to reporting breaches of the law to the Pensions Regulator.

The breaches procedure applies, in the main to;

- all members of the Warwickshire Pension Board and Committee;
- all officers involved in the management of the Pension Fund including members of the Treasury Team, Pensions Administration Team, and the Head of Finance, Governance and Assurance (Section 151 Officer);
- any professional advisers including auditors, actuaries, legal advisers and fund managers; and
- officers of employers participating in the Warwickshire County Pension Fund who are responsible for LGPS matters.

Breaches can occur in relation to a wide variety of the tasks normally associated with the administrative function of a scheme such as keeping records, internal controls, calculating benefits and making investment or investment-related decisions.

The most common breaches are listed below:

Cause of Breach	Deadline	Breach	Means of reporting
Payment of contributions	23rd month	1 day late	Monthly report from investments team
i-Connect submission	19th of month	3 days late	Monthly report from i-Connect
Retirement notifications	Individual retirement date	4 weeks late	Admin team
Admission Agreements (admitted bodies)	Employer start date	1 month after start date	Admin team
Administration Breaches	Variable		To be judged by case

If a breach occurs the breaches policy must be followed, this can be found on our website [About the scheme – Warwickshire Pension Fund](#)

10. Associated Policy Statements and Documents

Participating employers are advised to familiarise themselves with the other policies issued by the Fund.

Communications Strategy Statement

The statement outlines the Fund's policy on:

- information to members, representatives and employers;
- the format, frequency and method of distributing such information;

- the promotion of the Scheme to prospective members and their employing authorities

Employer Discretions Policy

Since 1997, the LGPS regulations have required every employing authority to:

- issue a written policy statement on how it will exercise the various discretions provided by the Scheme;
- keep it under review;
- revise as necessary.

Funding Strategy Statement

This statement sets out:

- How contributions will be collected from employers participating in the fund
- How contributions will be used to meet the funds obligation to pay member benefits

Admissions and Termination Policy

This policy details:

- The Funds policy on employer admissions
- The method for assessing any cessation payments on an employer ceasing participation in the WPF

A full list of the funds policy documents can be found on <https://warwickshirepensionfund.org.uk/>

11. Risks to Strategy Delivery

The successful delivery of the Administration Strategy is a shared responsibility between the Warwickshire Pension fund and the employers. This presents a number of risks to the delivery of the strategy, including:

- Delays in the submission and processing of member data submissions from employers
- A lack of awareness of the responsibilities placed on employers in LGPS funds
- IT and cyber security present a significant risk to the deliver of the strategy, not only in the timely administration of members pension benefits but also in protecting the personal data held by the Warwickshire Pension Fund
- Poor oversight or vaguely defined roles between LGPS administrators and employers can hinder effective delivery of the strategy
- Technological limitations may not support modern digital administration or member communication requirements
- Data quality – Inaccurate or incomplete member data may affect benefit calculations and compliance with the statutory requirements of the LGPS
- Communication – Ineffective communication of and engagement with the administration strategy will hinder successful implementation of the strategy

12. Fund Contact Information

Write/visit: Warwickshire Pension Fund, The Post Room, Shire Hall, Warwick, Warwickshire, CV34 4RL

Call: 01926 412005

Email: pensions@warwickshire.gov.uk

i-Connect Email: iconnect@warwickshire.gov.uk

Member Self Service Email: mss@warwickshire.gov.uk

Website: www.warwickshirepensionfund.org.uk

13. Timescales

There are a number of prescribed timescales for delivering activities for both Employers and the Fund. These are summarised in Appendix 2.

Appendix 1 – Service Standards

1a - NEW STARTERS	
EMPLOYER'S RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>To ensure that pensions information is included as part of any new employment induction process, including in contracts of employment and appointment letters.</p> <p>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 member data, using the monthly data submission within four weeks of the members start date.</p> <p>To provide each new employee with a Brief Scheme Guide and New Member Form with their contract of employment. This may be in the form of issuing a paper copy or 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's website www.warwickshirepensionfund.org.uk.</p> <p>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 rebanding.</p>	<p>To accurately create member records on the pensions administration system following notification from an employer of a new entrant to the Scheme.</p> <p>To support employer requests to attend inductions.</p> <p>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. www.warwickshirepensionfund.org.uk</p> <p>To accurately record and update member records on the pension administration system within following the receipt of a completed New Member Form.</p>

<p>To send the Fund notification of any eligible employees subject to automatic enrolment, who opt out of the scheme within six weeks of joining.</p> <p>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.</p>	
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1b - CHANGES IN CIRCUMSTANCES FOR ACTIVE MEMBERS

EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>To ensure that the Fund is informed of any changes in the circumstances of employees through forms i-Connect submissions within four weeks of the change.</p> <p>Forms and guidance can be found in the employers' area of the Fund website at: www.warwickshirepensionfund.org.uk</p> <p>Changes may include:</p> <p>Personal information:</p> <ul style="list-style-type: none"> • Change of name • Marital status • National insurance number • Change of address <p>Conditions of employment affecting pension such as:</p> <ul style="list-style-type: none"> • Contractual hours (mandatory for members who meet the underpin requirements only) • Any remuneration changes due to promotion and down grading • Full-time equivalent pensionable pay according to the pre 2014 definition • Actual pensionable pay (including overtime/additional hours) in 100/100 and 50/50 schemes according to the post 2014 definition (CARE). • Employees contribution rate • Employee number and/or post number • Date joined scheme (if adjusted) • Confirmation of 50/50 or 100/100 scheme entry 	<p>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.</p>

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

Absence

During periods of reduced or nil pay as a result 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.

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.

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. 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 with which to buy back the lost pension, employers should be sure to mention this to the employee early in the 30-day period.

<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 <p>See section 'ADDITIONAL PENSION CONTRIBUTIONS (APCs) and SHARED COST APC's' for further information.</p>	
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1c - ANNUAL RETURN, VALUATION & ANNUAL BENEFIT STATEMENTS	
EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>To submit the period ending 31st March data through the i-Connect portal before the 19th April.</p> <p>To provide any additional information that may be requested to produce annual benefit statements for service up until the 31 March in each particular year by the 30 May each year.</p> <p>To provide the Fund with up to date and correct information as and when requested in accordance with agreed timescales and the regulations.</p> <p>To ensure that all errors highlighted from the annual contribution and pensionable pay posting exercise are responded to and corrective action taken promptly.</p>	<p>To process employer year end contribution returns within three months of receipt i.e. 30 April, or within three months of receipt of the information if later.</p> <p>To produce annual benefit statements for all active members by 31 August.</p> <p>To highlight annually if an individual has exceeded their annual allowance and issue a pensions saving statement by 5 October.</p> <p>Annual benefit statements will also be produced for deferred members, but no information from employers will be required.</p> <p>To provide data to the Fund Actuary and Government Actuary's Department to enable employer contribution rates to be accurately determined.</p> <p>To provide an electronic copy of the actuarial valuation report and contributions certificate to each employer.</p>

1d - RETIREMENT AND TRANSFER IN/OUT ESTIMATES

EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>To submit a request for estimates in writing to the pension fund.</p> <p>A Notice of Termination form to be completed for any retirement with immediate payment of benefits. Each form must be signed by an authorising officer.</p> <p>For larger bulk estimates, requests should be made via the spreadsheet template provided by the Pensions Team, and notice should be given in advance when any redundancy exercises are planned.</p> <p>To provide pay and other relevant information requested by the Pensions Team either on an individual basis or within ten working days of the request, or for bulk/group requests by an agreed timescale with the Pensions Team.</p>	<p>To issue the individual quotations/information within ten working days after all information required to process a quotation has been received.</p> <p>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 (transfer estimate from other pension provider, contracting out, salary details etc) within ten working days. However, legally we do have up to two months to provide the transfer information following receipt of all information required to process the quotation.</p> <p>Separate agreed timescales and any additional cost will be put in place for bulk requests.</p>

1e – DIVORCES AND CETV ESTIMATES

EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>To provide pay and other relevant information requested by the Pensions Team either on an individual basis within ten working days of the request, or for bulk/group requests by an agreed timescale with the Pensions Team.</p>	<p>Where a request for divorce information including a CETV is received from the member, or the Court, this will be issued three months from the date of receipt of the signed form request from the member, or receipt of the Court order. When a shorter timescale is requested/imposed the Pensions Team will provide the member with the schedule of charges.</p> <p>To provide guidance to current employers participating in the Fund who are considering outsourcing.</p>

1f - ACTUAL RETIREMENTS

EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>To submit the appropriate NOTICE OF TERMINATION leavers form to the Fund as soon as the information is available. The NOTICE OF TERMINATION form must be completed fully, and signed by an authorised signatory, as it confirms the information required to enable the benefits to be calculated and the employer's 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. The NOTICE OF TERMINATION form will be returned if it appears to be incorrect.</p> <p>Further information can be found in the Employers area of the Fund website via www.warwickshirepensionfund.org.uk</p>	<p>To issue the member with a letter and benefits information within five working days of correctly completed employer's notification via the NOTICE OF TERMINATION leavers form. However, from receipt of all information required to process, the regulations state that we do have up to one month following the date benefits become payable or two months if retirement is early.</p> <p>To issue the member with a letter notifying them of actual retirement benefits within five days following receipt of all documentation from the member</p> <p>To make payment of any lump sum within five working days of receipt of all relevant fully completed forms and certificates from the member, or retirement date if later.</p> <p>To pay any pension payment on the last working day of 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.</p>

1g - ILL HEALTH RETIREMENTS

EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>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 a Fund approved Independent 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> <p>Arrange for completion of the NOTICE OF TERMINATION form and then submit to the Fund with all related paperwork including IMRP</p>	<p>To calculate and pay the required benefits in line with actual retirement timescales.</p> <p>To assist the employer in performing their legislative responsibility to review Tier 3 ill health cases at eighteen months.</p>

<p>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</p> <p>To keep a record of all Tier 3 ill health retirements, particularly in regard to arranging the eighteen-month review. Arranging if necessary, with an (IMRP) approved by the administration 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.</p> <p>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 our website www.warwickshirepensionfund.org.uk</p>	
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1h - MEMBERS LEAVING EMPLOYMENT BEFORE RETIREMENT

EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>To notify the Fund using a termination form, ensuring all relevant information is included on the form, within four weeks of the members leave date.</p>	<p>To accurately record and update member records on the pension administration system.</p> <p>The regulatory target to inform members the options available to them upon leaving the Scheme within two months following receipt of all the correct information from the employer via the termination form.</p> <p>The Fund's best practice target to calculate notify a member of their deferred benefit entitlement is ten days following receipt of correct information from the employer via the termination form.</p> <p>To process and pay a refund within five days to an eligible member following receipt of all relevant documentation from the member/employer.</p>

1i - FORMER MEMBERS WITH DEFERRED BENEFITS

EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>To keep adequate records of the following for members who leave the Scheme with deferred benefits, as early payment of benefits may be required:</p> <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 <p>To determine, following an application from the former employee to have their deferred benefits paid early, as to whether or not they are eligible for early payment on ill health grounds in line with the criteria set in the relevant regulations and after seeking a suitable medical opinion from an (IRMP) approved by the administering authority, or to determine whether benefits should to be released early and in some cases any actuarial reduction waived on compassionate grounds.</p>	<p>To record and update member records on the pensions administration system.</p> <p>To provide former members with an annual benefit statement of their deferred benefits, updated by the annual pensions increase award when applicable.</p> <p>To provide estimates of benefits that may be payable and any resulting employer costs within ten working days of request upon request.</p>

1j - DEATH IN SERVICE & TERMINAL ILLNESS

EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>To inform the Fund immediately on the death of an employee via the NOTICE OF TERMINATION leavers form, or when a member is suffering from a potentially terminal illness and to provide details of the next of kin.</p> <p>Further information can be found on the employer pages of our website www.warwickshirepensionfund.org.uk</p>	<p>To provide an initial letter of acknowledgement to the next of kin/informant within 5 working days following a notification of death.</p> <p>To provide a letter notifying dependents of benefits within five days following receipt of identification/certificates and relevant documentation.</p> <p>To assist employer's, 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.</p>

The Fund's policy regarding payment of benefits in such situations, can be viewed in the Governance Compliance Statement.

1k - FINANCIAL AND DATA OBLIGATIONS (INCLUDING MONTHLY i-CONNECT SUBMISSION)

EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>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 on a monthly basis, no later than the 22nd day of the month following the period of deductions unless alternative arrangements have been agreed in writing with the administering authority. Further information can be found in the Employer Guide via www.warwickshirepensionfund.org.uk</p> <p>To upload a monthly submission to the i-Connect data portal.</p> <p>Each payment must be accompanied by an i-Connect submission providing the following data for each member.</p> <ul style="list-style-type: none"> • National Insurance number • Payroll reference 1 • Member address and postcode • Date of leaving • Payroll period end date • Additional contributions 1 • Additional contributions 2 • Surname • Forenames • Gender • Date of birth • Marital status • Title • Taxable earnings • Annual pensionable salary • Pensionable pay • Date joined LGPS • Job title • Part-time hours effective date • Part-time hours • Part-time indicator • Whole-time equivalent hours • Employee's main section contributions 	<p>To allocate correctly the contributions received to each employee record and to keep a log of contributions received from each employer.</p> <p>To charge interest for late payment in the following circumstances;</p> <ul style="list-style-type: none"> • Employer contributions (including deficit payment) are overdue if they are received a month later than the due date specified. • All other payments are overdue if they are not received by the due date specified. <p>Inform each employer of any new contribution bandings tables in place from each April.</p> <p>Inform employers of any rechargeable items as they become due.</p> <p>To keep the Fund's Privacy Notice up to date on the website for all members. To keep a Memorandum of Understanding which explains the relationship between the administering authority and participating employers when sharing personal data.</p>

- Employer's contributions
- Scheme contribution rate
- Opt out date
- Opt in date
- Main section cumulative pensionable pay
- 50/50 section cumulative pensionable pay
- Full-time equivalent final pay
- Cumulative employee's main section contributions
- Cumulative employer's contributions
- Reason for leaving
- Cumulative employer Shared Cost APC's
- Cumulative employee APC's
- Employee's 50/50 section contributions
- Cumulative employees 50/50 section contributions
- Pay period Shared Cost APC's
- Pay period employee APC's

To pay all rechargeable items to the Fund on receipt of the invoice.

The Fund may charge interest of 3% above 'base rate' on a day to day basis on the due date of payment, if payments of the following are not received by the specified date:

- If employee / employer contributions are not received by the 19th of the month following deduction from the members pay for cheque payments or 23rd of the month for BACS payments.
- If invoices are not paid within the terms of the invoice issued in respect of:
 - Rechargeable pension payments
 - FRS102 charges
 - Actuarial strain charges in respect of early retirement
 - Rechargeable fees e.g. academy conversion fees
 - Deficit payments due

'base rate' means the base rate for the time being quoted by the Bank of England.

11 - ADDITIONAL PENSION CONTRIBUTIONS (APCs) and SHARED COST APC's (SCAPCs)

EMPLOYERS' RESPONSIBILITY	FUND'S RESPONSIBILITY
<p>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 thirty 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.</p> <p>To calculate and collect from the employee, payroll contributions and to arrange the prompt payment to the Fund, according to the published schedule and to be no later than the 22nd of the month following the deduction. More information can be found in the employer area on www.warwickshirepensionfund.org.uk</p>	<p>To provide information on APCs to members/employers through www.warwickshirepensionfund.org.uk</p>

Appendix 2 – Listed Timescales

Employer		Pension Fund	
New Starters			
Where employers subject to contractual admission are brought into the Scheme, accurate member data must be supplied via electronic spreadsheet and i-Connect	Within 4 weeks of the members start date	Create new starter on Altair	Send notification of joining scheme within 40 working days of notification
Where employees are brought into the scheme via auto enrolment, accurate member data must be uploaded through i-Connect for each member	Within 6 weeks of becoming a member under auto-enrolment	Send new member form and activation key letter to new starters	Send notification of joining scheme within 40 working days of notification
		Record and update member records following receipt of New Member Form/ notification.	Within 2 weeks of receiving the completed form
Changes in circumstances for active members			
Inform the Fund of employee changes of circumstances through the monthly i-Connect submission.	Within 4 weeks of change	Accurately record and update member records on Altair	Within 4 weeks of notification
Annual return, valuation and annual benefit statement			
Provide accurate year to date information.	Through 12 months i-Connect submissions	Process year end contributions returns	Within 3 months of receipt
		Issue a Pension Savings Statement for members exceeding AA.	By 5 th October each year.
Retirement and transfer in/out estimates			
		Issue individual quotations.	10 working days for transfers and 15 working days for retirements, after all information required is received.
		To apply for a Transfer Value	2 weeks after all information required is received.

		Provide information on transfer in benefits	10 working days after all information required is received.
		Payment of transfer values	10 working days after all information required is received.

Divorce			
		Request for divorce information.	45 working days from receipt of full and final information unless shorter timescales requested by paying a fee.
Outsourcing contracts			
Complete and return a Letting Authority Form to provide details of staff transferring and the new provider.	As soon as the winning contractor is known and not later than 1 month before the contract start	Facilitate the signing of the Admission Agreement and work with all parties to onboard the new employer.	
Actual Retirement			
Complete and return a Notice of Termination Form	Within 5 days of the retiring members last pay run		
		Issue letter and benefits information.	15 working days after receiving full and final information.
		Issue letter notifying actual retirement benefits.	15 working days after receiving full and final information.
		To make payment of retirement lump sum.	15 working days after receiving full and final information, or retirement date if later.
		Make monthly Pension Payments.	Last working day of the month.
Ill health Retirement			
Arrange 18-month review for Tier 3 ill health members.	18 months after retiring on ill health tier 3.	Issue letter and benefits information.	15 working days after receiving full and final information.
		Issue letter notifying actual retirement benefits.	15 working days of receiving full and final information.
		To make payment of retirement lump sum.	10 working days after receiving full and final information, or retirement date if later.
		Make monthly Pension Payments	Last working day of each month
Members leaving employment before retirement			
Notify Fund via i-Connect	4 weeks of the members leave date.	Inform member of their options, and if applicable deferred benefit entitlement.	30 working days after receiving full and final information.
		Process and pay refund.	10 working days after receiving full and final information.

Former members with deferred benefits			
		Provide estimates of benefits payable.	Within 15 working days of request.
Death in Service and terminal illness			
Inform Fund on death of an employee via NOTICE OF TERMINATION form and provide details of next of kin.	Immediately	Provide an initial letter of acknowledgement to next of kin.	Within 5 working days.
		Provide letter notifying dependents of benefits.	10 working days after receiving certificates and relevant documentation.

Financial and data obligations			
To accurately pay the Fund all contributions and deficit (if applicable) along with accompanying i-Connect submission.	By the 22nd of each month following the deductions, unless this falls on a weekend or Bank Holiday, when they should be paid by the last working day before the 22nd.		
Additional Pension Contributions (APC's) and Shared Cost APC's (SCAPC's)			
Calculate and collect APC /SCAPC contributions and pay them to the FUND.	By the 22nd of the month following the deductions, unless this falls on a weekend or Bank Holiday, when they should be paid by the last working day before the 22nd.		

Fund Key Performance Indicators

	Key Performance Indicator	Fund Target
	Target performance	95%
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 (actual)	15 days
B6	Communication issued to active member with confirmation of pension and lump sum (actual)	15 days
B7	Payment of lump sums (active and deferred members)	15 days
B8	Communication issued with deferred benefits	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
B16	Pay death grants	10 days