

Pension Administration Strategy 2022

1. Introduction

- 1.1 This is the Pension Administration Strategy (PAS) of the London Borough of Hammersmith and Fulham Pension Fund (the Fund). This document explains the aims that the strategy is intended to achieve and outlines the responsibilities of the Fund and its scheme employers towards achieving the aims. This document explains how performance of the Fund and scheme employers will be monitored and actions that may be taken when employers do not meet the expected standards. This document also explains how the Fund will communicate with its scheme employers and the resources that are available to assist employers.
- 1.2 The Fund has prepared this Pension Administration Strategy in line with regulation 59 of The Local Government Pension Scheme (LGPS) Regulations 2013.
- 1.3 The Fund and scheme employers must also have regard to overriding pensions legislation, regulatory guidance and The Pension Regulator Code of Practice for Public Sector Pensions when carrying out their duties.
- 1.4 This Administration Strategy has been produced in consultation with the scheme employers within the Fund and applies to the Fund and all scheme employers, including the Administering Authority in its capacity as a scheme employer.
- 1.5 This Administration Strategy will be kept under review and may be subject to amendment following the issue of relevant legislation, regulatory guidance or when the Fund identifies improvements can be made. Future amendments will be made in consultation with scheme employers.
- 2 Purpose and aims of the Pension Administration Strategy.
- 2.1 The service will be measured by assessing how the Fund and scheme employers are meeting their responsibilities, and objectives and how satisfied LGPS members are with the service.
- 2.2 The PAS details what actions are required and when to ensure the Fund and its scheme employers meet the high service standards and overarching regulatory targets. This will ensure that key activities such as retirement and transfer payments are paid correctly and on time, whilst ensuring contributions are paid to the fund accurately and in a timely manner.
- 2.3 The PAS will always help to ensure data security and sensitivity in line with GDPR requirements.



- 2.4 The Fund aims to provide assistance and knowledgeable guidance in a friendly, cooperative manner to scheme employers, LGPS members and other stakeholders as required, utilising all resources available.
- 2.5 The Fund seeks to improve the knowledge and understanding of the LGPS with Scheme Employers, ensuring that employer representatives have the skills and working knowledge applicable and establish good working relationships based on collaboration.
- 2.6 The PAS will outline the resources available to scheme employers in order for them to administer the pension scheme to the expected standards.
- 2.7 The Fund seeks to improve and maintain the understanding of the scheme with LGPS members so they are aware of the benefits available to them and can make informed decisions regarding their pension benefits.
- 2.8 The key to ensuring this service is delivered in practice will be ensuring that the Fund and scheme employers perform the right actions in a timely manner. Therefore, this PAS also sets out the roles and responsibilities of the Fund and Scheme Employers, including the performance standards for each and the aim is to ensure all processes are performed in the timescales outlined.
- 2.9 The Fund would always seek to work proactively and productively with scheme employers when something goes wrong, when time frames are persistently missed, or inaccurate data is being consistently provided. The PAS will therefore detail how scheme employer's performance will be monitored and where improvement is required.
- 2.10 This PAS outlines the procedure for working with employers constructively to remedy the immediate situation and to help ensure there is no repeat. Financially penalties will be imposed as a last deterrent to persistent poor performance by a scheme employer.
- 2.11 The PAS will highlight that the Fund and Scheme Employers must keep and retain compliance with The Pension Regulator's Codes of Practice.
- 2.12 The PAS will help ensure that scheme employers provide data which allows for the Fund to maintain accurate records for all necessary member calculations and for calculating employer liabilities.

3. How the aims will be achieved

3.1 The Fund will communicate with scheme employers in a clear, concise and timely manner to provide regular updates and ensure scheme employers know that where to send their enquiries i.e., via the in-house LBHF Pensions Team and Fund Administrators Local Pensions Partnership Association (LPPA).



- 3.2 Technical guidance is offered via the Fund's and LPPA's websites. The LBHF in-house Pension Team is also available to assist Scheme Employers as and when required and there is also training provided by the pension administrator, LPPA.
- 3.3 All LGPS data must be submitted electronically for speed, accuracy and security. Scheme employers must register with LPPA's online employer portal. The portal is secure and validates data submissions so scheme employers will be asked to review inaccurate or incomplete data before it is accepted by LPPA. Scheme employers should keep to the agreed methods of data exchange. Emails or post must be sent securely considering GDPR requirements.
- 3.4 The Fund will ensure assistance is provided to scheme employers when writing or reviewing their LGPS discretionary policy statement. The Fund has guidance, a template document and example of a discretionary policy statement which scheme employers can utilise.
- 3.5 The Fund will provide templates and guidance to scheme employers to assist with the correct calculation of pension contributions due to the Fund. The Fund will keep in touch with all scheme employers to avoid incorrect payments or late payments.
- 3.6 The Fund will provide guidance and advice to scheme employers in relation to the letting of a service contract which involves the TUPE transfer of employees who are eligible for the LGPS to ensure a smooth process with regard to onboarding an admission body and avoid excessive delays. The Fund provides contractor information and set instructions for the letting authority and prospective contractor. All parties must act in good faith to ensure appropriate admission and bond agreements are put in place.
- 3.6 Scheme employers should provide key contacts at their organisation who deal with the administration of their LGPS members. Scheme employers must notify us immediately when a contact changes and must have appropriate succession planning in place i.e., new staff receive a suitable hand over.
- 3.7 The Fund will monitor the performance of its third party service providers such as administrators, actuary and legal advisors. The scheme employer must also monitor the performance of its third-party suppliers such as external payroll.
- 3.8 Scheme employers will be helped to understand the problems which will arise through poor and late data submissions both for themselves and the distress that this may have for LGPS members. For example, the late submission of leaver information could mean a member has a delayed pension payment, leading to financial distress, whilst the scheme employer's own funding position could be inaccurately measured leading to higher contribution rates payable and funding deficits inaccurately developing.



- 3.9 The Fund and LPPA will actively assist third party payroll providers appointed by scheme employers, by giving relevant training and guidance so the payroll provider can adequately perform the LGPS duties which are the responsibility of the scheme employer. In turn, a scheme employer should: -
 - Agree with their payroll provider what LGPS duties the payroll provider will perform and what duties the scheme employer will perform. This should be agreed at the outset of working with the payroll provider.
 - Inform the Fund, at least one month in advance when there is a change of payroll provider and agree a dedicated contact for the Fund.
 - Ensure that the payroll provider is aware of the required performance levels and how data and contributions should be sent.
 - Continually monitor the performance of their payroll provider and check all data and contribution payments submitted by the payroll provider on behalf of the scheme employer.
 - Make the payroll provider aware of the fees and reporting which could occur
 for any poor performance. The scheme employer may wish to agree that they
 are reimbursed for incurred charges and remedied for any reputational
 damage caused by their payroll providers poor performance.
 - Ensure that they confirm key policies or decisions to the Fund as required.
- 3.10 Scheme employers must have regard to the Fund's data retention policy which requires personal data to be retained for a minimum of 15 years after termination of employment. Therefore, the employer must ensure data is obtained from a payroll provider in the event that they move payroll services.
- 3.11 Scheme employers must understand their responsibilities when considering their LGPS members for ill health retirement but help and guidance is available from the LBHF in house pensions team and fund administrators LPPA. Each scheme employer must understand that they are responsible for determining whether their member should be retired on ill health grounds and as to which tier should be awarded.
- 3.12 Scheme employers must also be aware that they are responsible for any requests by a former scheme member to have their deferred pension put into payment.
- 3.13 The Fund and LPPA will keep up to date with technical updates for the LGPS and wider pensions landscape to ensure correct processes are in place and pension benefits are accurately calculated. The Fund will provide relevant updates to scheme employers as necessary.



- 3.14 The Fund will take account of The Pension Regulators Codes of Practice to ensure all parties are compliant.
- 3.15 The Fund and LPPA will ensure specific member queries are responded to in an efficient and timely manner.
- 3.16 Scheme employers will be expected to compile with any reasonable data requests from auditors, the pensions regulator, LPPA, the pensions ombudsman or other regulatory body.

4 Scheme Employer duties and expectations

4.1 General/overarching responsibilities

| Task | Time frame | Further information |
|---|--|--|
| 4.11 Provide the Fund with main employer contact representative or advise of change | Within 5 working days of becoming a scheme employer or change in contact | N/a |
| 4.12 Appoint an adjudicator to review a stage 1 internal dispute (IDRP process) | Within 5 working days of becoming a scheme employer | Refer to LGPS site |
| 4.13 Appoint a independent medical practioner to review ill health applications | Within 10 working days of becoming a scheme employer or change of practioner | The employer should complete a form and return to the Fund 2 months in advance of ill health application. Refer to LGPS site |
| 4.14 Formulate, publish and keep under review a discretionary policy statement | Existing employers should have their policy composed following the LGPS Regulations 2013. New employers should complete this within one month of joining the scheme. | The Fund has Guidance, a discretionary policy template and example to assist employers. |
| 4.15 Monitor tier 3 ill health pensioners and review. | At 18-month review date. | Employer to decide whether gainful employer has been obtained, whether tier 3 pension continues or whether pension should be uplifted to tier 2. |



4.2 New scheme joiner

| Task | Time frame | Further information |
|--|--|--|
| 4.21 Determine when to enrol an employee into the LGPS. | Upon joining employer or the date a person becomes eligible to be enrolled in the scheme. | All employers will need to give due regard to TPR requirements. Different types of employers will have different requirements. Admission Bodies will need due regard to the requirements of their admission agreement. |
| 4.22 Decide the contribution rate payable by member and notify the member. | Upon joining the scheme and review each April and in line with employer discretionary policy. | Employee bandings can be found at Igpsmember.org website. These are updated every April in line with CPI. |
| 4.23 Notify pension administrators of new joiner | Within 30 working days of an employee joining the scheme. | Data uploaded to administrator portal |
| 4.24 Provide new joiners with information regarding the LGPS. | | Guides and sample documents (Igpsregs.org) |

4.3 Active member activities

| Task | Time frame | Further information |
|--------------------------|---------------------------|---------------------------|
| 4.31 Change in hours | Within 30 working days of | Data uploaded to |
| | hour change. | administrator portal. |
| 4.32 Move member from | At the next pay period | Ensure correct |
| main section of the | following member | contribution rate used at |
| scheme to 50:50 section | election. | the next pay period |
| or vice versa following | | following member election |
| member election | | 50-50-contribution- |
| | | flexibility-form.pdf |
| | | (lbhfpensionfund.org) |
| 4.33 Change in personal | Within 30 days of change | Data to be uploaded to |
| circumstances such as | | administrator portal. |
| name or address | | |
| 4.34 Leavers under 55 or | Within 30 days of leaving | Data to be uploaded to |
| opt outs | the scheme | administrator portal. |
| 4.35 Voluntary | As soon as possible after | Data uploaded to |
| Retirement where known | leaving the scheme, at | administrator portal. |
| or any leaver over 55 | most within 10 days of | |
| | leaving the scheme | |
| | | |

Version – January 2022 Author - Eleanor Dennis, Head of Pensions Next review – December 2025



| 4.36 Retirement on ill health grounds | As soon as possible after leaving the scheme, or within 10 days of leaving the scheme. | Data uploaded to administrator portal and provide ill health certificate. It is the employer's responsibility to determine whether their member should be retired on ill health grounds and as to what tier is granted. |
|---|--|---|
| 4.37 Flexible retirement | Within 10 days of leaving the scheme. | Data uploaded to administrator portal. Must take note of flexible retirement policy. Member must reduce hours. Must also enter person into the scheme as a new joiner on the reduced hours. |
| 4.38 Redundancy retirement (members over 55) | Within 10 working days of leaving the scheme. | Employer must request an estimate first so financial strain cost is known. |
| 4.39 AVC | Set up payroll to deduct AVC contribution from next available payrun. | AVC contributions are paid directly to the AVC provider. |
| 4.39 (a) APC | Set up payroll to deduct AVC contribution from next available payrun. | APC contributions are paid to the Fund and must be included on monthly data submissions. |
| 4.391 Notify Fund of death in service | Within 5 working days. | Next of kin contact information should also be provided and leaver details uploaded to employer portal. |
| 4.392 Provide relevant pay for Annual allowance or divorce calculations | Within 30 working days. | Pay will be required for an applicable period which will be outlined at time of request. |

4.4 Monthly contribution and data submission

| Task | Time frame | Further information |
|--|---|--|
| 4.41 Pay all contributions to the Fund | Must be paid by 19 th of the following month that the contributions relate to. | Pay by BACS and quoting unique reference code when paying. |
| | | |



| 4.42 Submit remittance spreadsheet to the Fund monthly | Must be submitted by 19 th of the following month that the contributions relate to. | Remittance spreadsheet will be issued upon joining and at each April. This details the employer contribution rate payable which has been certified by the Fund Actuary. |
|--|--|---|
| 4.43 Submit monthly data for all LGPS members | On a monthly basis | Upload data to Fund Administrator online portal. |
| 4.44 Pay any financial strain costs to the Fund | Within 30 working days of receipt of invoice | Financial strain will arise in redundancy cases or waiving early retirement deductions. Employer should always obtain an estimate first. |
| 4.45 Refund | Refund members who opt out within 3 months of joining through the payroll | Contributions to be refunded in the next payroll from receiving the opt out form. |

4.5 Outsourcing of Council and Academy services and admission bodies

| Task | Time frame | Further information |
|-------------------------|----------------------------|----------------------------|
| 4.51 Actuary report for | Letting authority to | Actuary will detail |
| tender stage of service | provide required | employer contribution and |
| contract | information 30 working | required bond value on |
| | days before tender stage | receipt of required |
| | | information. |
| 4.52 Admission | Letting authority to | HFTUPE2 form can be |
| Agreement | provide required | provided on request. |
| | information within 7 | Admission and bond |
| | working days of contract | agreement to be drafted |
| | being awarded. | and signed by all parties. |
| 4.53 Academy conversion | Local Authority to request | To ensure Actuary report |
| | pension valuation of | is completed calculating |
| | converting schools 60 | new academy contribution |
| | working days before | rate and opening funding |
| | conversion date. | position. |
| 4.54 Bond review | Admitted body to request | N/A |
| | a review of their bond 90 | |
| | working days before bond | |
| | expiry date. | |
| | | |
| | | |



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| 4.55 Cessation | Admitted body to provide notice within 10 working days of last active LGPS member leaving the scheme. | N/A |

5. Administering Authority duties and expectations

5.1 General and overarching responsibilities

| 5.13 To formulate, write and publish a funding strategy statement. To be reviewed annually and updated as necessary To be reviewed annually and Fulham Pension Fund (Ibhfpensionfund.org) To be reviewed and updated as necessary To be reviewed annually and Fulham Pension Fund (Ibhfpensionfund.org) To be reviewed annually and Fulham Pension Fund (Ibhfpensionfund.org) To be reviewed annually and updated as necessary To be reviewed annually and updated as necessary To be reviewed annually and Fulham Pension Fund (Ibhfpensionfund.org) Which will be made available on the Fund's website Hammersmith and Fulham Pension Fund (Ibhfpension Fund) | Task | Time frame | Further information |
|--|---------------------------------------|---------------------------|---------------------------|
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| statement. 5.13 To formulate, write and publish a funding strategy statement. To be reviewed annually and updated as necessary 5.14 To formulate, write and publish a communication policy. To be reviewed and updated as necessary To be reviewed annually and Fulham Pension Fund (Ibhfpensionfund.org) To be reviewed annually and publish a governance and compliance policy. To be reviewed annually and updated as necessary To be reviewed annually and Fulham Pension Fund (Ibhfpensionfund.org) Which will be made available on the Fund's website Hammersmith and Fulham Pension Fund (Ibhfpensionfund.org) | and publish an | years and updated as | available on the Fund's |
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| 5.13 To formulate, write and publish a funding strategy statement. To be reviewed annually and updated as necessary To be reviewed annually and Fulham Pension Fund (Ibhfpensionfund.org) To be reviewed and updated as necessary website Hammersmith and Fulham Pension Fund (Ibhfpensionfund.org) To be reviewed and updated as necessary website Hammersmith and Fulham Pension Fund (Ibhfpensionfund.org) To be reviewed annually and Fulham Pension Fund (Ibhfpensionfund.org) To be reviewed annually and publish a governance and compliance policy. To be reviewed annually and Fulham Pension Fund (Ibhfpensionfund.org) Which will be made available on the Fund's website Hammersmith and Fulham Pension Fund (Ibhfpensionfund.org) | statement. | | and Fulham Pension Fund |
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| and Fulham Pension Fund | | • | |
| | and compliance policy. | necessary | |
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| (Ibhfpensionfund.org) | 5.46 To overse for the | Triongially with the payt | |
| 5.16 To arrange for the Pension Fund valuation. Triennially with the next review to take place will be communicated to | _ | | |
| · · | | | |
| | | | ilidividually. |
| rates and adjustment employers of revised contribution rate one | _ | • • | |
| employers months prior to | | | |
| implementation date. | employers | • | |
| 5.17 To publish the On an annual basis. Which is available on the | 5 17 To publish the | | Which is available on the |
| Pension Fund's annual Fund's website | | On an annual basis. | |
| report and accounts Hammersmith and | | | |
| Fulham Pension Fund | . Sport and about no | | |
| (lbhfpensionfund.org) | | | |
| 5.18 To publish the On an annual basis. Which is available on the | 5.18 To publish the | On an annual basis. | |
| Pension Fund's final Fund's website | · · · · · · · · · · · · · · · · · · · | | |
| audited accounts Hammersmith and | audited accounts | | Hammersmith and |
| Fulham Pension Fund | | | |
| (lbhfpensionfund.org) | | | |



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|-----------------------------|---------------------------|----------------------------|
| 5.19 To notify new | Upon employer joining the | N/A |
| employers of their | scheme in advance of an | |
| contribution rate. | existing employer's rate | |
| | change on 1 April. | |
| 5.20 Maintain and publish | Appoint stage 1 and stage | Which is available on the |
| an IDRP process and | 2 adjudicators and keep | Fund website. |
| manage complaints | these under review. | |
| 5.21 Produce annual | Deferred members to | ABS run as at 31 March |
| benefit statements | receive ABS by 30 June. | for active members but at |
| (ABS)for active and | Active members to | the April PI increase date |
| deferred members | receive ABS by 31 August | for deferred members. |
| 5.22 Process annual | LPPA to notify members | N/A |
| allowance each year for | who have breached | |
| members who have | annual allowance by end | |
| exceeded the annual | of the tax year following | |
| limit. | the ABS date. | |
| 5.23 Issue P60's to | LPPA | These are available on |
| pensioner and beneficiary | | members LPPA portal. |
| pensioner members | | |
| 5.24 Issue initial payslip | LPPA | Member will access via |
| to pensioners for the first | | the members LPPA portal. |
| month's payment | | Hard copy payslips will be |
| electronically via the | | issued on request but may |
| portal. | | incur a charge. |
| 5.25 Advise pensioners of | LPPA | |
| pensions increase and | | Further details will be |
| tax code amendments | | available on the members |
| affecting the value of | | LPPA portal. |
| pension paid | | |
| 5.26 Answering customer | LPPA - Within 10 working | N/A |
| emails | days | |

5.2 New scheme joiner and change of member details

| Task | Time frame | Further information |
|----------------------------|--------------------------|---------------------|
| 5.21 Establish pension | LPPA | N/A |
| record for new scheme | | |
| joiner upon notification | | |
| from scheme employer | | |
| 5.22 Issue notification of | LPPA - Within 10 working | N/A |
| new pension record to | days | |
| scheme member | | |
| 5.23 Change of | LPPA – Within 30 | N/A |
| name/marital | working days | |
| status/address/hours | | |
| worked/service break | | |
| upon notification from | | |
| scheme employer | | |



5.3 Member leaving the scheme

| Task | Time frame | Further information |
|---|-------------------------------|--|
| 5.31 Calculate deferred benefits following receipt of complete and accurate leaver information from scheme employer | LPPA – Within 10 working days | N/A |
| 5.32 Issue deferred benefit statement to member | LPPA - Within 10 working days | Notification to be issued electronically |
| 5.33 Provide retirement option to members who are retiring as confirmed by scheme employer or other leavers over age 55 | LPPA - Within 10 working days | N/A |

5.4 Member retirement

| Task | Time frame | Further information |
|--|----------------------------------|---------------------|
| 5.41 Provide retirement options to active eligible members if notified of retirement by scheme employer or if over 55 at date of leaving | LPPA - Within 10 working days | N/A |
| 5.42 Provide retirement options to deferred members at age 55, 60 and NRA or upon request from a deferred member aged 55 or over | LPPA – Within 10 working days | N/A |
| 5.43 Retirement benefits processed following positive election from a member | LPPA | N/A |

5.5 Transfers, interfund, aggregations and Divorce CETV's

| Task | Time frame | Further information |
|--------------------------|------------------------|---------------------|
| 5.51 Provide Transfer-in | LPPA – 10 working days | N/A |
| quote upon member | | |
| request | | |



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|---------------------------|--------------------------|----------------------------|
| 5.52 Provide Transfer out | LPPA – 10 working days | N/A |
| quote upon | | |
| member/authorised | | |
| provider request | | |
| 5.53 Notification to | LPPA – 10 working days | N/A |
| member of complete | | |
| transfer in / interfund | | |
| adjustment / aggregation | | |
| of LGPS membership | | |
| 5.54 Payment of transfer | LPPA – Within 30 | N/A |
| out CETV to receiving | working days | |
| scheme/ interfund | | |
| adjustment to receiving | | |
| LGPS Fund | | |
| 5.55 Provision of CETV | LPPA- 10 working days | N/A |
| for fund proceedings | | |
| 5.56 Implementation of | LPPA – within 30 working | Ex-spouse pension |
| pension sharing or | days | record established |
| earmarking order | - | (Pension Credit member) |
| | | and LGPS member |
| | | debited as per court order |
| <u></u> | • | |

5.6 **Deaths**

| Task | Time frame | Further information |
|---|----------------------------------|---------------------|
| 5.61 Acknowledgement to next of kin following notification of death of member | LPPA – 5 working days | N/A |
| 5.62 Calculation and notification of benefits due | LPPA – Within 30 working days | N/A |
| to dependent(s) 5.63 Implementation of beneficiary pension | LPPA – Within 30 working days | N/A |
| 5.64 Decision made and payment of death grant | LPPA – Within 15 working days | N/A |

6. Assistance and support for scheme employers

6.1 Points of contact – scheme employers can contact LPPA, by email, telephone and by completing an enquiry form. Scheme employers can also contact the dedicated LBHF in-house Pensions Team with regulation and administration queries and the LBHF in-house Pensions Specialist with queries regarding the letting of service contacts, LGPS admissions and TUPE transfer of LGPS members.



- Training The fund administrators offer training and practical guidance regarding LGPS issues and will hold various training events regarding LGPS administration which will be communicated to scheme employers. Scheme employers should ensure that pension dedicated HR and payroll staff view and attend such training to learn and keep their LGPS knowledge up to date. Scheme employers can also request training on subjects as required. Employers should ensure that when a dedicated pension staff member leaves their employment, that they ensure a complete hand over is carried out to ensure a continuation of knowledge is retained by the organisation.
- 6.3 Communications In line with LBHF's communication policy; concise, easy to understand and targeted communications delivered to scheme employers and members from the in-house Pensions Team or LPPA.
- 6.4 IT and digital scheme employers and members both have access to LPPA's web portal PensionPoint for members and Civica Pensions platform for scheme employers. PensionPoint allows members to log into their real time pension accounts, view their documents, view and amend personal information and run pension estimate calculations as many times as they wish. This allows greater ownership and transparency for members and puts them in control of their retirement. Scheme employers must submit ad hoc data such as new joiners and leavers data to the Civica Pensions platform and submit a monthly data file containing everything the Fund needs to administer their members pensions correctly. All data submissions are automatically validated at the point of submission to ensure the accuracy of member data and therefore the benefits due to the member.
- 6.5 LBHF website offers members and employers up to date information and news regarding the LGPS, key Pension Fund documents and useful links to national LGPS resources such as Igpsregs.org and Igpsmember.org, as well as key contacts outlined above.
- 6.6 Monitoring of scheme employers all employers will be monitored for timeliness and accuracy of data submitted and contribution payments and will be notified in the event of missed deadlines and steps put in place to ensure an appropriate level of performance is maintained. We may take steps outlined within this document in the event that a scheme employer fails to make correct contribution payments or data submissions and/or is persistently late with making correct contributions payments or data submissions through our charging policy and scheme employers may be reported to the pension regulator in the event of material breaches.

7 Remedying poor performance by scheme employers

7.1 The Fund will be required to act when a scheme employer fails to pay pension contributions or persistently fails to pay on time. This will also be the case if data is not submitted to the Fund or is persistently submitted late. Action will also be taken if an employer's poor performance in respect of compliance with the LGPS regulations results in warnings or fine being levied against the



Pension Fund the Pensions Regulator, Pension Ombudsman, HMRC or other regulatory body.

7.2 The Fund will work closely with scheme employers who may be experiencing difficulties with payments or administration, attempting to aid the resolution of their difficulties through specific case assistance or general training as required with an appropriate action plan implemented. If improvement is not made, then a warning will be issued to an employer will be notified of outstanding requirements, deadlines and charges/reporting action which will be taken if improvements are not made. If, following a warning, improvements are not made, then a charge for the additional administrative duties may be issued as outlined in this document. An employer may be charged for each incident of late payment or late date submission.

An employer who reaches three charges in a scheme year, or where the Fund deems one action is of significant material interest, will be reported to The Pensions Regulator, who has the powers to take employers to court and impose fines.

Admitted body employers who have gained entry to LBHF Pension Fund via the award of a service contract and through signing admission agreement may have their admission agreement terminated, which will mean their LGPS employees will no longer be eligible for membership of the pension scheme and a cessation calculation will be required.

- 7.3 Employers must be aware that if they outsource their payroll function to a third-party provider, then it is still the employer who is responsible for the administration and contribution payments of their LGPS members. Therefore, it is the scheme employer who would be charged and reported further to paragraph 7.2. Employers should therefore monitor and work closely with their third party payroll provider accordingly.
- 7.4 Charges may be applied to scheme employers as per the following table.

 Data or payments must be accurate and correct within the time frame.

LBHF Pension Fund (Re-)Charging Policy

- 8.1 Charges may be levied for poor employer performance as per paragraph 7.4.
- 8.2 LBHF Pension Fund reserve the right to recharge scheme employers if the Pension Fund receives a fine from a regulatory body in respect of an employer's breach of the LGPS regulations or other regulations.
- 8.3 Employers will be recharged in the following circumstances following an invoice received by the Fund in respect of dealings with third parties on behalf of the employer. Scheme employers should endeavour to find out applicable charges in advance and the Fund will do its best to communicate applicable charges where known.

Description of cases where charging may apply;



| Task | Time frame | Charge if time frame exceeded for correct submission |
|---|--|---|
| 8.31 Notify pension administrators of new joiner – upload all starter information to web portal | Within 30 working days of employee joining the scheme | £125 per case |
| 8.32 Leavers under 55 or opt outs – upload leaver information to web portal | Within 30 working days of leaving the scheme | £125 per case |
| 8.33 Any type of retirement – provide leaver notification and any other relevant information, e.g., ill health certification for an ill health retirement | As soon as possible after leaving the scheme, at most within 10 working days of leaving the scheme. | £250 per case |
| 8.34 Payment of monthly contributions or deficit payment | Monies must be cleared by 19 th day of the following month in which contributions were deducted, e.g., Contributions deducted in January must be paid by 19 February. | £250 per incident following two warnings within a scheme year |
| 8.35 Monthly data submission to LPPA and schedule/remittance submission to LBHF Pensions Team | Data must be submitted | £125 per incident |

8.4 Third Party responsibilities

| Third party | Event/report | Further information |
|--------------|--|---|
| 8.41 Actuary | FRS102/IAS19 accounting disclosure reports | Accounting disclosures are required by some bodies, particularly academies at the end of applicable financial year. |



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| 8.42 Actuary | Admission report | Required when a service contract is being let. Default is the letting authority is responsible for payment unless agreement in place for contractor to pay. |
| 8.43 Actuary | Bond Review | Required when a contractor's bond is due to expire. Default is the contractor is responsible for payment unless agreement in place for the letting authority to pay. |
| 8.45 Actuary | Cessation report | Required when a contractor leaves the Fund. Default is the contractor is responsible for payment unless agreement in place for the letting authority to pay. |
| 8.46 Legal | Admission Agreement | Drafting and issuing of admission agreement. Default is the letting authority is responsible for payment unless agreement in place for contractor to pay. |
| 8.47 Legal | Bond Agreement (or other security such as Guarantee Agreement) | Drafting and issuing of bond agreement. Default is the letting authority is responsible for payment unless agreement in place for contractor to pay. |
| 8.48 Actuary/legal | Ad hoc requests or instances | Any fees incurred for actuarial or legal work specifically requested or caused by a scheme employer. |
| 8.49 Pension Fund Administrators | Ad hoc requests or instances | Any fees incurred for administrative projects specifically requested or caused by a scheme employer. |
| 8.50 Fund Employers | Filing to provide evidence of implementing pension | £250 per incident |

Version – January 2022 Author - Eleanor Dennis, Head of Pensions Next review – December 2025



| policy i.e. data retention | |
|----------------------------|--|
| or discretions | |

9 Further information – Regulations and guidance

- 9.1 LGPS specific regulations Local Government Pension Scheme Regulations 1995, 1997, 2008, and current 2013. Local Government Pension Scheme (Transitional Protection) Regulations 2014. Local Government Investment Regulations 2016 Scheme regulations (Igpsregs.org)
- 9.2 Overarching regulations The Pensions Act 1993, 1995, 2004, 2014. The Public Sector Pensions Act 2013, 2015. Finance Acts 2004, 2006, 2014. Occupational & Personal Pension Schemes (Disclosure of Information) Act. https://www.legislation.gov.uk/
- 9.3 LGPS Governing bodies and regulators The Pensions Regulator Workplace pensions law auto enrolment | The Pensions Regulator. Local Government Association Home | Local Government Association. LGPS Scheme Advisory Board LGPS Scheme Advisory Board Home (Igpsboard.org).
- 9.4 Administering Authority and scheme employer website <u>LGPS Regulations and Guidance (Igpsregs.org)</u>
- 9.5 LGPS member website Home : LGPS (Igpsmember.org)
- 9.6 LBHF Fund website Home | Hammersmith and Fulham Pension Fund (Ibhfpensionfund.org). See the Fund website for other useful Fund specific documents such as Communications Policy, Memorandum of Understanding, Governance Compliance Statement, Discretionary Policy Statement for the administering authority, Funding Strategy Statement, Annual report and accounts, Fund Valuation rates and adjustment certificate.