



# PENSION ADMINISTRATION STRATEGY

## APRIL 2025

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## PENSION ADMINISTRATION STRATEGY 2025



### 1 Introduction

The City of Edinburgh Council administers the Local Government Pension Scheme (the Scheme) on behalf of employers participating in the Scheme through Lothian Pension Fund (LPF), and the Scottish Homes Pension Fund. The Scheme is governed by statutory regulations.

References to Lothian Pension Fund should be regarded as meaning The City of Edinburgh Council as Administering Authority of Lothian Pension Fund and Scottish Homes Pension Fund.

The Scheme is governed by statutory regulations:

- The Local Government Pension Scheme (Scotland) Regulations 2018 (as amended)
- The Local Government Pension Scheme (Transitional Protections & Savings) (Scotland) Regulations 2014 (as amended)
- The Local Government (Discretionary Payments and Injury Benefits) (Scotland) Regulations 1998 (as amended).

In discharging its roles and responsibilities under these Regulations, LPF and employers are also required to manage the Scheme in accordance with the Pensions Regulator's Codes of Practice and also comply with any pertinent overriding legislation, such as:

- The Pensions Act 1995 and consequential amendments
- The Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013
- The Equality Act 2010
- The Freedom of Information Act 2000
- The Finance Act 2004
- The Public Service Pensions Act 2013
- The Pension Schemes Act 2015.

They must also take appropriate cognisance of any regulatory guidance or Code of Practice issued by:

- The Pensions Regulator
- Scottish Public Pensions Agency
- Scottish Government
- HMRC

LPF is committed to providing a high-quality pension service to both members and employers and particularly to ensuring members receive their correct pension benefit entitlement. These aims are best achieved where LPF and employers work in partnership and are clear about its respective roles and responsibilities. The quality of service provided to members is dependent on both parties meeting high standards of accuracy and timeliness of information supplied.



## 2 Purpose of the Pension Administration Strategy

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This document:

- Sets out the roles and responsibilities of both LPF and employer
- Specifies the level of services the parties will provide each other and the performance measures used to evaluate them.

This strategy is an over-arching agreement between LPF and all its employers, but it's also supplemented by a specific individual agreement for Scottish Homes Pension Fund.

This strategy was approved by Pensions Committee on 5 December 2024 and following a consultation with employers is effective from 1 April 2025. The statement will be kept under review and revised where appropriate. Changes will be subject to consultation with employers. The strategy will be published to all participating employers and the Scottish Ministers.

### 2.1 Strategy principles

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In agreeing this strategy, all parties commit to:

- Achieving a high-quality pension service to employees
- Continually developing and improving efficient working arrangements
- Striving to exceed the Fund's service standards.

In addition, LPF will:

- Publish an annual report of performance
- Provide all employers with information on their performance at least annually
- Keep the pension administration strategy under review.

## 3 Roles and responsibilities

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Employers' duties, responsibilities and discretions are listed in Appendix A and LPF's duties, responsibilities and discretions are listed in Appendix B of this document.

Full information and guidance on employer administrative responsibilities are set out in the [Employers' Guide](#) available on [www.lpf.org.uk](http://www.lpf.org.uk).

## 4 Service standards

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### Service standards expected from the employer

#### General information

Employers must provide the following information concerning their administration of the Scheme:

Information required	Format	Timescale
Confirmation of <ul style="list-style-type: none"> <li>- Named contact within the employer who will act as liaison with LPF</li> <li>- Understanding of responsibilities and statutory obligations under the Scheme Regulations.</li> </ul>	Completed compliance statement signed by designated contact	Annually
Policy statement on exercise of discretionary provisions	Copy of statement signed by designated person	Following regulatory changes, with revised statements sent following any subsequent review.
Confirmation of appointed person designated to receive appeals from members on 'first instance' decisions taken by the employer under the Regulations	Contact details	As required
User Audit of Employer Portals	Contact Details	Twice per annum

#### Membership information

Information required relating to members must be provided using LPF's secure online portals, noted below. The secure portals allow employers to send information using either on-line forms or via bulk process routines as specified below. i-Connect allows employers to review member information, highlighting discrepancies to allow the employer to rectify these before submission to LPF.

For data protection reasons, member data should not be provided by e-mail.

Employers should provide the information below within the agreed timescales shown. More guidance on the information required is set out in the Employer Guide.

It is the employer's responsibility to provide correct information about its members. LPF is not responsible for checking the accuracy of any information provided by the employer. However, LPF will inform the employer of any differences between information provided by the employer and information already held.

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### Payment of pension contributions

Employers are responsible for collecting, paying over and accounting for the following:

Type of contribution	Payment method	Timescale
Member and employer pension contributions (including any additional member contributions but not AVCs – see below)	Electronic payment	By the 19 <sup>th</sup> of the month following deduction from pay
Member Additional Voluntary Contributions (AVCs)	Electronic payment with information as specified by AVC provider	By the 19 <sup>th</sup> of the month following deduction from pay

### Member forms

For the following processes, forms are available to download from LPF's secure online portal Go Anywhere within the folder 'Forms and Guides'. Completed forms and other relevant documentation (listed in the table below) should be submitted to LPF by uploading to the secure online portal using the 'Upload' folder or via i-Connect (Member Forms).

Process	Information required	Timescale
<b>Retirement</b>	Completed retiral notification and where appropriate also upload: <ul style="list-style-type: none"> <li>signed letter authorising early payment of benefits completed by authorised signatory</li> <li>previous year's pay information via spreadsheet (if a certificate of protection is held)</li> </ul>	At least 15 working days before the member's date of leaving.
	i-Connect task where final pay information is required	No later than 3 working days after the date of request
<b>III Health Retirement</b>	Completed retiral form and signed ill health certificate completed by approved IRMP	No later than 5 working days after the member's date of leaving
<b>Early leaver under age 55</b>	Notification that the member is an early leaver made through the monthly i-Connect submission	No later than 35 working days after the member's date of leaving

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<b>(where the member is age 55 or over please process as a retirement)</b>	i-Connect task where final pay information is required	No later than 3 working days after the date of request
<b>Death in Service</b>	Completed death in service form and upload a copy of death certificate if available	No later than 10 working days after the member's date of death
<b>Queries raised/further information requested by the Fund in dealing with a member's retirement</b>	Any further information as required should be provided using the online secure message form.	No later than 5 working days after request for information has been sent to the employer
<b>Any other queries (except those relating to year-end)</b>	Any further information as required, using the online secure message form or other online forms or uploaded documents as applicable.	No later than 10 working days after the query has been sent to the employer

**Annual contribution information**

The Scheme regulations require Lothian Pension Fund to issue annual pension forecasts to members no later than 31 August each year. To comply with over-riding legislation on pensions taxation, we must also calculate pension input amounts to provide members with annual pension savings statements by 6 October each year. To ensure these timescales are achieved, employers must provide the following information:

Type of return	Information required	Timescale
<b>Year-end information (format will be specified by the Fund)</b>	Sufficient year-end information to 31 <sup>st</sup> March as required by the Scheme regulations.	By the 19 <sup>th</sup> of April each year
<b>Year-end queries</b>	Any further information as required using the online secure message form or other online forms or uploaded documents as applicable	No later than 10 working days after the query has been sent to the employer
<b>Further pay information (format and members affected will be specified by LPF)</b>	Information required to enable the Fund to work out members' pension input amounts	Within two weeks of request being made by LPF

### Bulk processes

For the following processes, i-Connect should be used to provide the information needed.

Process	Information required	Timescale
<b>New starts</b>	Information to create a new member record	Within 20 working days of the month end in which the member joins
<b>Change in circumstances</b>	Details of new circumstances (including changes in working hours, move to 50:50 section of the Scheme etc)	Within 20 working days of the month end in which the change occurs
<b>Monthly contributions</b>	Amounts of contributions paid by each employee (including any additional contributions)	By the 19 <sup>th</sup> of the month after these have been deducted from pay

### 4.1 Service standards employers can expect from Lothian Pension Fund

LPF aims to provide the information below within the agreed timescales shown. A reduced timescale may be agreed in exceptional cases at an employer's request. In such instances, this may lead to additional costs and these costs will be recharged to the employer.

#### Employer requests

- Once all required information is received, LPF will provide the employer with ad-hoc estimates of benefits **within 10 working days** of the receipt of the request
- Where more than 20 estimates are required, the employer should speak to LPF to reach an agreed timescale
- Multiple requests relating to an individual member may be restricted
- Large bulk estimate exercises may incur a charge depending on timescales required.
- LPF will respond to a pension-related query raised by employers **within 10 working days** of its receipt.

#### Information to members

- Annual newsletters, leaflets and other correspondence will generally be issued directly to members' home addresses. Letters can also be made available on My Pension Online
- Annual pension forecasts are made available to members on My Pension Online, however these can be sent directly to the member's home address on request
- The Fund will advise employers of the general content and planned issue date of information in advance
- Where LPF is unable (or it is not desirable) to distribute information directly to members' home addresses, with the agreement the employer will send it **within 10 working days** of its receipt.

## General administration

- As the body administering the Scheme on behalf of the employer, LPF will consult with employers on major issues affecting their participation in the Fund and provide updates on relevant information through:
  - Website: [www.lpf.org.uk](http://www.lpf.org.uk)
  - Regular employer bulletins, including coverage of Pensions Committee and Pension Board meetings
  - Employer events.
- LPF will provide training, guidance and support to employer staff members that undertake pension related activities
- LPF will maintain and develop training information on i-Connect and Go Anywhere (user guides and training videos) as required.



## 5 Costs

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LPF's charging policy is set out in the [Funding Strategy Statement \(FSS\)](#) which summarises our approach to funding liabilities. The FSS can be found at [www.lpf.org.uk](http://www.lpf.org.uk)

The costs of administration, including actuarial fees for routine work, are charged directly to LPF. These costs are taken into account in assessing employers' contribution rates.

Where additional services (actuarial or other) are required by or result from the actions of the employer and costs are incurred, the employer will be required to reimburse LPF. Where appropriate, an estimate of these costs will be provided, and the employer's agreement obtained before instructing the service provider.

Where additional costs arise due to employers requiring information within reduced timescales (see section 4.2 above), an estimate of the costs will be provided in advance.

## 6 Performance measurement and reporting

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### 6.1 Fund performance against Customer Charter and Service Standards

LPF will carry out its duties and responsibilities to members in accordance with its service standards as published in its [Customer Charter and Service Standards](#). It will also monitor, measure and report on its performance against those standards and its performance targets.

### 6.2 Fund and Employer performance against agreed service standards

On a regular basis, LPF will monitor, measure and report on both its and employers' compliance with the agreed service standards outlined in this document, on a total fund basis, and will share that report with employers. Individual reports will be produced on a quarterly basis for our larger

employers and other employers will receive details of their own performance on an annual basis, with more regular reports on request. Full performance measures to be reported are detailed in Appendix C.

## 7 Procedures for improving employer performance

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LPF will seek, at the earliest opportunity, to assist employers in identifying any areas of poor performance. We will:

- Provide regular reports of employer and LPF performance, identifying any areas for improvement (see section 6 above)
- Remind employers of the required standards (both regulatory and LPF)
- Provide training and guidance for employers (see section 4. above)
- Offer to meet with the employer to discuss the area(s) of poor performance and how they can be addressed.

## 8 Circumstances where costs might be recovered as a result of poor performance

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The cost of administering the Fund is met by all employers, however when additional costs arise due to the poor performance of one employer, it is fair that these are attributed to the relevant employer.

### 8.1 Circumstances where direct costs can be recovered from employers:

- In the event of a failure to meet its requirements, under the Occupational Pension Schemes (Disclosure of Information) Regulations, LPF may be penalised by the Pensions Regulator. If this failure is due to the default, omission or otherwise negligent act of the employer, the sum concerned will be recharged to the employer
- Where any orders or instruction issued by The Pensions Regulator or the Pensions Ombudsman requires financial compensation or a fine to be paid by LPF, or by any officer responsible for it, and which is due to default, omission or otherwise negligent act of the employer, the sum concerned will be recharged to the employer
- When considering financial awards for upheld complaints relating to compensation for distress or inconvenience, if due to the fault, omission or otherwise negligent act of the employer, a sum will be agreed taking into consideration levels of compensation awarded by the Pensions Ombudsman for similar cases. This will be recharged to the employer.



### 8.2 Circumstances where indirect costs can be recovered from employers

If as a result of an employer's poor performance, additional and disproportionate resources are deployed by LPF, the cost of these may be recharged to the employer in accordance with powers available under Regulation 65 of the Local Government Pension Scheme (Scotland) Regulations 2018.

In particular, LPF will charge employers for the following failures:

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Failure to pay monthly contributions to LPF by the statutory deadline of 19 <sup>th</sup> of the month following deduction of the contributions	Interest calculated in accordance with Regulation 66(4) of the Regulations
Failure to provide LPF with year-end return by 19 <sup>th</sup> April each year	£200 initial fee plus 5p per active member per working day from 20 April to date return is received
Failure to provide LPF with information required to calculate member(s) pension input amounts (for pensions savings statements) by the statutory deadline of 6 July following the end of the tax year.	£200 initial fee plus £10 per member per working day from 7 July to date information is received
Failure to submit monthly contribution return via i-Connect by 19 <sup>th</sup> of the month following deduction of the contributions	£50 fee per occurrence plus 5p per active member. Charges to be levied on an annual basis at the discretion of LPF
Failure to provide LPF with monthly contribution return information using either i-Connect online return or file extract.	£50 fee per occurrence plus 5p per active member. Charges to be levied on an annual basis at the discretion of LPF from April 2020

In addition, where persistent and ongoing failure occurs in relation to other administration requirements and no improvement is demonstrated by an employer, and/or unwillingness is shown by them to resolve the identified issue(s), the following steps will be taken in dealing with the situation in the first instance:

- LPF will write to the Chief Executive (or equivalent) of the Scheme employer, setting out the area(s) of poor performance and the potential consequences including any costs which may be incurred
- Where no improvement has been demonstrated, or where there's been a failure to take agreed action by the employer, LPF will issue a formal written notice to the employer explaining:
  - The area(s) of poor performance which have been identified
  - Steps taken to resolve the problem(s)
  - That additional costs may now be reclaimed.
- LPF will explain the calculations of any loss or additional costs incurred taking account of time and resources incurred in resolving the specific area of poor performance
- LPF will recharge the employer for these costs, setting out reasons for doing so, the basis of the calculation of the amount, and the relevant part of this statement which, in LPF's opinion, has been contravened.

## 9 Other actions Lothian Pension Fund may be required to take

- LPF may appeal to Scottish Ministers against a decision, or failure to make a decision, under scheme regulations by an employer
- Where the employer fails to comply with statutory contributions payment requirements the LPF will inform The Pensions Regulator, required of scheme administrators by the Pensions Act 1995.
- Where the employer's act or omission results in a material breach of LPF's duties under The Pension Regulator's General Code of Practice, we will report this breach to the regulator, providing details of the issue. The Pension Regulator has powers to issue improvement notices to employers
- Where the employer fails to comply with their scheme duties etc., including:
  - Failure to make payment of contribution by 19<sup>th</sup> of the month following deduction from pay
  - Failure to provide requisite year-end information to enable LPF to produce an annual pension forecast for the member required by The Pensions Regulator's Code of Practice
  - Failure to provide requisite information to enable LPF to calculate the member's pension input amounts by the statutory deadline of 6 July following the end of the tax year.
- LPF reserves the right to notify the member(s) involved and to notify all members employed by the employer in the event of serious or persistent failure
- LPF will also include in the annual report details of employers who have failed to:
  - Meet monthly contribution remittance standards during the year
  - Provide year-end information by 19<sup>th</sup> April.



## 10 Circumstances where employers are unhappy LPF performance

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LPF is committed to provide a high quality of service to all customers, including employers, however it's acknowledged that issues may occur.

Where an employer is unhappy with Fund performance, this should, in the first instance be raised by contacting The Employer Services team at Lothian Pension Fund.

Where the issue can't be resolved, an employer should contact the Chief Executive Officer in writing to outline the issue. An investigation will be carried out and a reply sent within 10 working days.

## APPENDIX A – roles of responsibilities of employers

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### 1. Main duties under scheme regulations

#### New members

- To decide those employees eligible to become members of the Scheme.
- If eligible, a new employee must be treated as a member unless he/she elects otherwise.
- To advise employees of their rights under Auto Enrolment legislation.
- To determine a member's pay for the purposes of pension contributions.



#### During of an employee's membership of Lothian Pension Fund

- To supply timely and accurate information to LPF about new members, leavers and changes in employment required for pension administration purposes (as detailed in the Employer Guide)
- To determine annually contribution rates based on the member's rate of pensionable pay from guidance issued by Scottish Ministers and to deduct pension contributions from an employee's pay
- To issue a Certificate of Protection of Pension Benefits if asked to do so by scheme member within 12 months of a material reduction in the member's pay, (or a restriction in the rate by which it may be increased), where the reduction or restriction arose otherwise than by virtue of the member's own volition. A copy of the Certificate must be kept on file, with another to LPF
- If a Certificate of Protection of Pension Benefits is issued, to keep a record of the member's pay for the period commencing 3 years before the effective date of the certificate and ending 10 years after the effective date
- To comply with relevant auto-enrolment legislation regarding members who have previously opted out of the Scheme and those who have elected for the reduced contributions option ('50:50' section), including auto-enrolling such members again as required.
- To use an Independent Registered Medical Practitioner (IRMP) qualified in Occupational Health Medicine, (who has been approved by LPF), in determining ill health retirement and provide LPF with a relevant certificate where appropriate.

#### General

- To provide any member electing to pay reduced contributions ('50:50' section) with information about the effect on benefits of this decision
- To notify a member in writing, whose rights or liabilities are affected by a 'first instance' decision made by the employer under the Regulations

- To appoint a person designated to receive appeals from employees on 'first instance decisions' taken by the employer under the Regulations.
- Any statement issued to an employee relating to any decision made about the Scheme should include a notice of an employee's right of appeal under the LGPS. LPF will normally issue a Statutory Notice on behalf of the employer when a member joins LPF or where there's a change in a member's pension records. This Statutory Notice includes details of the employee's right of appeal against the decisions made at these times.

### **When an employee leaves the Scheme**

- To determine a member's entitlement to benefit when leaving scheme membership, employment or on a member's application for early release of benefits or flexible retirement and provide early retirement authorisation as and when appropriate
- If an employee opts out of the Scheme within the timescale for auto-enrolment, the employer must:
  - Ensure that pension contributions deducted previously are refunded
  - Advise LPF via the appropriate form that the employee has opted out and should be treated as never having been a member of the Scheme
- To determine final pay for the purposes of calculating benefits due from the Scheme.

### **Payments**

- To collect, pay over and account for the deduction of the correct rate of pension contributions payable by both the members and the employer by the 19<sup>th</sup> of the month following deduction from pay.
- If notified of a member's election to pay Additional Voluntary Contributions, to deduct from the member's pay the specified amount and to pay to the relevant AVC provider by the 19<sup>th</sup> of the month following deduction from pay. To notify LPF of any subsequent election to vary or cease paying AVC contributions.
- To ensure that final payments are deducted and remitted to the provider before a member's retirement. In order that retirement benefits can be paid on time, no AVC deductions should be made from the last month's salary.

## **2. Responsibilities**

In addition to the duties above, the employer's responsibilities are summarised as follows:

### **New employees**

- To give prospective members information about the Scheme, using where appropriate, material provided by LPF

- To ensure employees who decided not to join are fully aware of the benefits they won't receive and that equalities principles are met

### General administration



- To maintain employment records to confirm membership and entitlement to pension benefits
- To decide whether to award additional benefits under the Discretionary Regulations. At the request of the employer, LPF will calculate and pay the benefits if an employer awards additional compensatory years with the main scheme benefits, and the employer will reimburse LPF for all such amounts paid. Where LPF is not reimbursed within the agreed timescale, the payment of such additional benefits may cease until resolved
- To provide details of officers or representatives who are to receive employer communications issued by LPF. Details should be kept if any changes
- To provide details of senior officers or representatives authorised to sign early retirement authorisation letters/memos.
- To ensure that sufficient HR and Payroll officers can access the LPF's secure online portals to submit forms, monthly contribution returns and other information. Employers must also advise LPF of any leavers or other staff who need access.

### Supplying information to Lothian Pension Fund

- To ensure all information is provided about a members' employment using the secure online portals. Personal member data should not be e-mailed to LPF at any time. Data provided should comply with Data Protection legislation
- To provide additional information for actuarial valuation, year-end exercises, data-matching or communication purposes. LPF will advise what is needed and may, after consultation, be modified from time to time
- To respond to LPF queries resulting from the annual year end routines by the date set out in Section 4.1 to facilitate the preparation of annual benefit statements.
- To provide any such information required to enable LPF to work out members' pension input amounts by the date set out in Section 4.1
- To ensure LPF is informed about, and Government guidance is followed in respect of, any transfer of members due to an outsourcing of service arrangement and any subsequent changes to the arrangement affecting these members
- To inform LPF of any planned changes to their pension provision, including whether the scheme is open to new employees, bulk transfers of employments or any redundancy exercises, as soon as known.

- To complete the annual employer covenant survey and provide LPF with Annual report and account information within the timescales requested
- To maintain awareness and understanding of the LPF's Employer Guide, Governance Policy, Actuarial Valuation Reports and Funding Strategy Statement (FSS) and take part in consultations on strategic issues
- Employers must complete and return a compliance certificate (Appendix D) on an annual basis. This document confirms that employers understand their responsibilities and statutory obligations under the Scheme Regulations.

### Communication with members

- To inform members awarded additional compensatory years that the payment of the award will be subject to restriction should they take up further employment with an employer participating in the LGPS.

### Payments

- To pay LPF, by lump sum and within prescribed time limits, any amounts as a result of the employer's decision to increase total membership and/or increase annual pension under the Regulations
- To pay LPF, by lump sum payment and within prescribed time limits, any strain cost arising from a decision made by the employer to award early payment of benefits
- To pay monthly contributions due to LPF by electronic payment method
- To account to HMRC for any tax liability on the total of all termination payments, including the lump sum element of any Compensatory Added Years awarded, made to employees over the allowed limit (currently £30,000).



### 3. Discretions

3.1 The employer must make, and keep under review, policies on the discretions available under the Scheme regulations. These policies must be contained and published in a policy statement. A copy of that statement, and any subsequent amendment to it, must be provided to LPF. The current statement must also be made available to any scheme member upon request.

3.2 Employers who are Scheduled Employers (i.e. who are not participating by means of an Admission Agreement) must also make and keep under review policies required under the Discretionary Regulations.

3.3 Other employers may adopt the provisions of the Discretionary Regulations to mirror the powers available to Scheduled Employers.

3.4 LPF can help with guidance on preparing and establishing any policies is available on request.

## APPENDIX B – the role and responsibilities of the Fund

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### 1. Main duties under scheme regulations

#### Funding

- To maintain Lothian Pension Fund
- To invest pension contributions received and account for and manage the Fund's assets.
- To arrange for the triennial actuarial valuation of the Fund and send copies of the resulting report to employers by the first anniversary of the valuation date.

#### New members

- To set up and maintain a record for each member which contains all the necessary information to produce of accurate benefit calculations.

#### During the course of a member's Scheme membership

- To decide how any previous service or employment of an employee is to count for pension purposes, and whether the service is classed as a 'period of membership'
- To notify members of decisions regarding the counting of service or additional pension
- To calculate and pay the appropriate benefits, based on the member's record, and the termination and pay details provided by the employer when a member leaves pensionable employment
- To calculate and process transfers of members' pension rights inwards and outwards
- To provide members with a Statutory Notice on commencing membership or on an increase in membership following a transfer of pension rights
- To provide survivor beneficiaries with notification of their entitlements including how it was calculated.

#### General administration

- To appoint a suitable person for the Scheme's internal dispute resolution procedure
- To increase pensions annually in accordance with the provisions of Pensions Increase Acts and Orders
- To produce annual pension forecasts for members

- To produce and dispatch information relating to pension input periods to Scheme members in line with the statutory deadline (i.e. 6 October following the end of the tax year)
- To publish and review LPF's Governance & Compliance Policy, the Fund's Communications Policy, Funding Strategy Statement and the annual report and accounts.

## 2. Responsibilities

In addition, the responsibilities of Lothian Pension Fund in administering the Scheme are as follows:

- To appoint an actuary for the triennial valuation of the Fund and to provide periodical actuarial advice when required
- To appoint Additional Voluntary Contributions provider(s)
- To comply with any orders or instructions issued by The Pensions Regulator or the Pensions Ombudsman. Where the order or instruction requires financial compensation or a fine to be paid by LPF, or by any officer responsible for it, and it is due to the default, omission or otherwise negligent act of the employer, the sum concerned shall be recharged to the employer (see 8.1 above).
- To provide forms, newsletters, booklets and such other materials needed to administer the Scheme, for members and employers
- To provide accurate, timely data to LPF's actuary for the triennial actuarial valuation and for employer accounting reports (e.g. FRS102/IAS19) requested
- Where appropriate, to pay benefits based on additional compensatory service awarded by an employer in accordance with the provisions of the Discretionary Regulations
- To provide assistance to employers with the pension implications of outsourcing services and to deal with any related bulk transfers of pension rights
- To comply with HMRC reporting requirements regarding pension benefits. This includes providing HMRC with details of early leavers for contracting-out purposes
- To ensure that sufficient information is issued in the form of newsletters, booklets and other materials to satisfy the requirements of the Occupational Pension Schemes (Disclosure of Information) Regulations 2013.
- To ensure that steps are taken at all times to pay benefits to appropriate beneficiaries only and to reduce the possibility of fraud.

### Data

- To ensure compliance with Data Protection legislation including use of appropriate secure data transfer methods

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- To approve employer users who request access to LPF's online portal, maintain up-to-date access rights and remove employer staff leavers (as notified by employers).

**3. Discretions**

Under the Scheme Regulations the administering authority must have a policy on certain regulations.

LPF has published a policy statement which is available on the fund's website [www.lpf.org.uk](http://www.lpf.org.uk). This policy will be kept under review, and the Fund will consult with employers when making any changes.

## APPENDIX C – Performance Measures

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### EMPLOYER PERFORMANCE MEASURES

#### Service Standards

Standard	Number	% in target	Previous year % in target
New starts notification – 20 working days following first month on payroll			
Changes notified – within 20 working days of leaving date			
Retirement notification – at least 15 working days before retiral			
III health Retirements – no later than 5 working days after retiral date			
Early leaver notification – within 35 working days of leaving date			
Death in service notification – within 10 working days of date of death			
Query responses – within 10 working days			
Year-end queries – within 10 working days			
Receipt of information required to calculated pension input amounts for pensions savings statements (if applicable) – within two weeks of request			
Contribution payments – by 19th of month following deduction of the contributions			
Submission of monthly contribution returns via i-Connect processes			

#### Other measures

Area	Number
Leaver forms outstanding	
Year-end queries outstanding	
Monthly contributions paid on time	

Area	Date received
Employer Policy – LGPS Regulations	
Employer Policy – Discretionary Regulations	

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## ADMINISTERING AUTHORITY PERFORMANCE MEASURES

## Service Standards

Standard	Number	%age in target	Previous year %age
Estimates supplied – within 10 working days			
Query responses – within 10 working days			

## Other measures

Area	Number	Previous year
Employer events		
Employer training events		
Employer briefings		
Employer bulletins		

## Key Administration Tasks: as published within Lothian Pension Fund Customer Charter (latest period)

Task	Target	Total received	% Completed in target	Previous year %age
New entrants				
Early leavers				
Retirements				
Deaths in service				
Transfers				
Estimates				

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 APPENDIX D – Example Compliance Certificate and Authorised Signatory list
 

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## Lothian Pension Fund Compliance Certificate

On behalf of my organisation, I confirm that **I am the** named contact who will act as liaison with Lothian Pension Fund (LPF) within my organisation.

I understand that we have various **statutory obligations** in relation to the Local Government Pension Scheme (LGPS) and **employer obligations** under the Pension Administration Strategy.

I confirm that:

1. **We have assessed each employee's eligibility for membership of the scheme** and ensured that they are enrolled in the correct pension scheme and that all relevant auto-enrolment legislation is followed during the course of their employment.
2. **We calculate, apply and deduct tiered employee contribution rates** (and take account of benchmark rates for variable allowances) for each member employed by us in accordance with the statutory guidance. We specifically deduct and remit contributions separately in respect of each of our members' concurrent employments, using a unique pension identifier number for each employment.
3. **We remit all contributions including employer contributions at the appropriate rate for the scheme year in question** to be received by LPF by the 19<sup>th</sup> of the month following the month of deduction.
4. **We have notified our members of their tiered contribution rate** in writing (a payslip message is acceptable).
5. We deduct and remit additional regular contributions (**ARCs**), additional pension contributions (**APCs**) and contributions in respect of the purchase of added years from our members where applicable.
6. We deduct and remit additional voluntary contributions (**AVCs**) to Prudential or Standard Life and the payments are received by Prudential or Standard Life **by** the 19<sup>th</sup> of the month following the deduction from the member.
7. We are aware of the various pension administration forms and spreadsheets available from LPF's secure online portal and of what events mean they need to be completed and will submit them accurately (and electronically through **the portal** as required) within the required timescales.

## PENSION ADMINISTRATION STRATEGY 2024



8. We have **published an up-to-date employer policy statement** for all employer discretions under the LGPS Regulations and have forwarded this to LPF.
9. We are **keeping abreast of the range of material** available on [www.lpf.org.uk](http://www.lpf.org.uk) including the underlying legislation, the LGPS guide and the monthly Employer Bulletins.
10. We are aware of the guidance published by Scottish Ministers regarding ill health retirements and have appointed an Independent Registered Medical Practitioner (and provided details of their qualifications to the Fund as appropriate) to assist in assessment for ill health retirement and have provided them with the guidance and certificate for use.
11. We will complete the authorised signatories form attached and return it fully completed by **31 July**. Where there is a change in authorised signatories, we will tell Lothian Pension Fund within a month of the change by submitting a revised form.
12. We will ensure our contacts for the secure online portal up to date and advise the Fund of any changes.

<b>Organisation:</b>	
<b>Primary Contact</b> <b>Name (please print):</b>	<b>Secondary contact</b> <b>Name (please print):</b>
<b>Position held:</b>	<b>Position held:</b>
<b>Telephone no:</b>	<b>Telephone no:</b>
<b>e-mail address:</b>	<b>e-mail address:</b>
<b>Date:</b>	<b>Date:</b>

## PENSION ADMINISTRATION STRATEGY 2024



**Do you have an appointed Independent Registered Medical Practitioner? Yes / No (please delete)**

**If yes, please confirm your Independent Registered Medical Practitioner below:**

<u>Company</u>	
<u>Address 1</u>	
<u>Address 2</u>	
<u>Address 3</u>	
<u>Postcode</u>	

**Please provide names of Doctor(s) approved to process your ill-health retirements below**

**Authorised Signatories for signing Lothian Pension Fund Employer Consent Early Retiral Letters of Authority. The authorised signatory will be invoiced for any strain cost incurred following an early retirement. (Insert rows if required)**

**Early retirement approval letters:**

<u>Name</u>	<u>Designation</u>	<u>Signature / E-Signature</u>

## PENSION ADMINISTRATION STRATEGY 2024



**Person designated to receive appeals from employees on 'first instance decisions' taken by the employer under the Regulations:**

<u>Name</u>	<u>Designation</u>	<u>Signature / E-Signature</u>

## Authorised Signatories for completing Pension Forms