

TECHNICAL BULLETIN

NO. 40

September 2011



**TO ALL EMPLOYERS WITH MEMBERS IN THE LGPS.
PLEASE ENSURE COPIES ARE PASSED TO RELEVANT STAFF.**

Pension Administration Strategy

The purpose of this Bulletin is to advise you of our amended Pension Administration Strategy and remind you of your obligations under it including electronic delivery of data by 30 September 2011.

An updated Pension Administration Strategy

An updated Strategy was taken to the Strathclyde Pension Fund Committee meeting in September for approval. It contained the following amendments:

- A warning that, if an employer takes any action or exercises any discretion that results in an unauthorised payments scheme sanction, we will pass these costs onto the employer responsible if appropriate
- Our new guidelines on providing provisional calculations, that were discussed at the Administrators' Forum of 24 June, detailed in August's "Pensions in partnership" and came into effect on 7 September 2011.
- Our new bank account details.
- The changes to CAY processes
- Inclusion of the Admitted Bodies Forum
- Inclusion of the SPFO policy on the exercise of discretions
- That we will close cases off where information is not provided to us within 10 working days.

The paper detailing the changes to be approved is available at:

<http://www.glasgow.gov.uk/councillorsandcommittees/submissiondocuments.asp?submissionid=51560>

The revised Strategy is available in full at <http://www.spfo.org.uk/Governance/PolicyDocuments/>

The purpose of the Pension Administration Strategy is:

- To clearly define the roles and responsibilities of SPFO and employers under the regulations.
- To ensure that SPFO and scheme employers comply with statutory requirements
To set service standards that facilitate efficient administration by both parties for the benefit of scheme members
- To maximise service delivery and minimise administration costs.

SPFO makes every effort to live up to its commitments under the Strategy. As an employer you should consider the following questions.

- 1. Will you be able to deliver data to us electronically by 30 September 2011?**

- 2. Are you providing us with monthly new start and notifications of change to members' records?**
- 3. Will you be able to provide us with the year-end data that we need when we need it?**
- 4. Are you planning to give us at least 2 months notice of any future retirements?**
- 5. Have you procedures in place to correct and resubmit incorrect data submitted to us within 7 working days of us notifying you of errors?**

If not, you may be in breach of regulations, we may not be able to process transactions when you need them, and your staff will not receive the pensions service that they should expect.

We would encourage you to make use of our Liaison Officers who are always happy to come and help you discharge your responsibilities or to provide guidance on a specific matter.

If you are an admitted body we would suggest that you route any data chasing through our Liaison Officers, as they will be able to obtain the fullest and most up to date position for you.

Making your Liaison Officer aware of anything that would make your life easier will help us, in partnership with you, to build the best possible processes going forward.

As we now have only two Liaison Officers, it will be helpful if you contact our Front Office (0845 213 0202 or spfo@glasgow.gov.uk) for general chasing of paperwork or routine enquiries.

This will help us to focus our Liaison Officer resource where we can be of most help to you for example; form training, presentations, one 2 one's for your members and more complex enquiries.

If any of the above is unclear or if you require further information, please get in touch with your Liaison Officer:

pauline.kerrigan@fs.glasgow.gov.uk
george.maciver@fs.glasgow.gov.uk

P.O. Box 27001 • Glasgow • G2 9EW
Phone: 0845 213 0202 • Fax: 0141 287 7393
www.spfo.org.uk