



Brent

London Borough of Brent

Pension Administration Strategy (PAS) 2026

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London Borough of Brent Pension Administration Strategy (PAS)

1. [Introduction](#)

This Pension Administration Strategy has been updated to reflect changes to the Local Government Pension Scheme (LGPS) Regulations and guidance issued by The Pensions Regulator. It applies to all employers, academies and maintained schools participating in the London Borough of Brent Pension Fund.

The Strategy defines the roles and responsibilities of the Administering Authority and scheme employers and sets out the performance and service standards expected of both parties. It aims to promote effective collaboration, ensuring that accurate data is submitted on time and member-related events are reported within the required timescales. The Fund will work proactively with employers and provide support where needed.

The Strategy will be reviewed at least every three years, or sooner following material changes to legislation, guidance, processes or procedures. Amendments will be subject to employer consultation and approval by the London Borough of Brent. Employers may propose improvements at any time.

2. [Pension Administration Strategy Policy Statement](#)

2.1 Pensions Administration Strategy Statement

This statement defines the aims and objectives of the Pensions Administration Strategy and provides a summary of its key elements.

2.2 Legislative context

- Local Government Pension Scheme Regulations 1995 (as amended)
- Local Government Pension Scheme Regulations 1997 (as amended)
- Local Government Pension Scheme (Benefits, Membership and Contributions) Regulations 2007 (as amended)
- Local Government Pension Scheme (Administration) Regulations 2008 (as amended)
- Local Government Pension Scheme (Transitional Provisions) Regulations 2008 (as amended)
- Local Government Pension Scheme Regulations 2013 (as amended)
- Local Government Pension Scheme (Transitional Provisions and savings) Regulations 2014.

Regulation 59(1) of the Local Government Pension Scheme (LGPS) Regulations 2013 requires administering authorities to prepare and publish a Pension Administration Strategy. The Strategy is an important tool in supporting the delivery of a high-quality service for scheme members, employers, and other stakeholders. It sets out the standards, responsibilities, and performance expectations for both the Fund and participating employers.

In addition, Regulation 59(2)(e) of the Local Government Pension Scheme Regulations 2013 allows the Fund to recover additional costs from a Scheme Employer where those costs are considered to be a direct result of the employer's poor performance. Where this applies, the Fund will provide written notice to the Scheme Employer explaining:

- why it believes the additional costs should be recovered;

- the amount being charged; and
- how the additional cost has been calculated.

2.3 Aims

In developing this Strategy, the Fund aims to:

- Clearly define the respective roles and responsibilities of the Fund and Scheme employers in administering the Local Government Pension Scheme (LGPS).
- Ensure that the services provided by the Fund are delivered consistently, fairly, and transparently.
- Support employers in fulfilling their responsibilities by facilitating the timely and accurate provision of the data required to administer the Scheme effectively.

2.4 Objectives

The Pensions Administration Strategy aims to:

- Deliver an efficient, high-quality and cost-effective service to scheme employers and members.
- Ensure benefits are paid accurately and on time, and that the correct contributions are collected from the correct members and employers.
- Support employers in understanding and fulfilling their responsibilities under the Local Government Pension Scheme (LGPS) Regulations.
- Maintain accurate records and ensure information and data are communicated securely, promptly and accurately.
- Establish clear roles and responsibilities between the Administering Authority and LPPA, enabling both parties to work together to provide a seamless service.
- Continuously review performance and improve the service provided.

The Pension Administration Strategy will support the achievement of these objectives by introducing a Service Level Agreement (SLA) between the Fund and scheme employers. This will strengthen the flow of information between employers and the Brent Pension Fund, as the Administering Authority, helping to ensure that all parties meet their obligations. In turn, this will minimise costs, improve the quality of pension administration, and ensure that scheme members receive accurate and timely information and payment of their benefits.

Effective and efficient administration of the Pension Fund relies on all parties understanding and fulfilling their respective responsibilities as set out in this Strategy. By working collaboratively and meeting agreed standards, the Fund, employers and scheme members will all benefit.

Some of the key benefits of effective pension administration include:

- Accurate and up-to-date member records.
- Timely calculation and payment of benefits.
- Compliance with statutory and regulatory requirements.
- Improved quality and consistency of data provided by employers.
- Greater efficiency in administrative processes.
- Clear accountability and understanding of roles and responsibilities.
- Improved governance and risk management.
- Enhanced member experience through timely and accurate communications.
- Better value for money for employers, members, and the Fund.

This list is not exhaustive and the benefits are not presented in any particular order of importance.

Benefits of Effective Pension Administration

For the Administering Authority

Effective pension administration helps the Administering Authority to:

- Meet its statutory responsibilities under the LGPS Regulations.
- Reduce costs and make better use of available resources.
- Deliver a more efficient and responsive service to employers and scheme members.
- Strengthen communication and collaboration with employers and members.
- Monitor and measure performance more effectively.
- Maintain accurate and complete data, supporting timely and reliable actuarial valuations and Fund monitoring.
- Make better-informed decisions relating to governance, policy, funding and investment matters.

For Employing Authorities

Effective pension administration enables employers to:

- Better understand the Pension Fund and its impact on their organisation.
- Reduce administration costs and improve efficiency.
- Benefit from clear and timely communication with the Administering Authority.
- Enhance employee satisfaction through the provision of high-quality pension services.
- Make more informed budgeting and workforce planning decisions.
- Meet their responsibilities under the LGPS Regulations.

For Scheme Members

Effective pension administration provides members with:

- Accurate and up-to-date pension records.
- Earlier access to Annual Benefit Statements and other key information.
- Faster responses to pension enquiries and requests.
- Quicker access to pension benefits when they become payable.
- Clear, consistent and accessible communications.
- A better understanding of the LGPS and the value of their pension benefits.
- Overall, effective administration delivers a more efficient, accurate and member-focused pension service, benefiting the Fund, employers and scheme members alike.

2.5 Documents that Support this Strategy

This Strategy is supported by the following documents:

- **Pensions Administration Strategy – Service Level Agreement**

This document sets out the respective roles, responsibilities and service standards of the Fund and participating employers.

- **Pensions Administration Strategy – Employer Guide**

This guide provides employers with the processes and procedures they should follow to meet their responsibilities under the Local Government Pension Scheme (LGPS) Regulations.

2.6 Data Protection

The main legislation governing personal data is the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Under regulation 80 of the LGPS Regulations 2013, Scheme employers must provide the Fund with specified member data each year. This includes:

- name;
- gender;
- date of birth;
- National Insurance number;
- pensionable pay;
- employer and employee pension contributions; and
- details of any additional pension contributions or additional voluntary contributions.

Full details are set out in the Fund's Memorandum of Understanding.

Data must be transferred securely to the Fund through Civica Master Data Management (MDM) Platform for UPM and PensionPoint for LPP as explained on the Fund's employer website.

2.7 Data Retention

Pension-related data must be retained for 75 years. Separate guidance explains the Fund's expectations concerning employers' retention of personal data that may be required to administer the Scheme.

Further information about how the Fund collects, uses, manages and shares personal data is available in its privacy notice.

2.8 Training and engagement

Effective scheme management depends on both employers and the Fund ensuring that staff have the appropriate LGPS knowledge and skills. Employer lead officers and primary contacts are responsible for ensuring that they and relevant colleagues understand current LGPS regulations, administrative procedures and statutory responsibilities.

The Local Pension Partnership Administrators (LPPA) provides employers with a comprehensive training programme including:

- Absence and ill-health
- Employer responsibilities
- Monthly data returns
- Employers' Guide to scheme leavers
- Understanding pay elements

Details of upcoming training and workshops, including booking instructions, are published on the LPPA website: [Employer Training - Local Pensions Partnership Administration](#)

3. Service Level Agreement

Pensions Administration Strategy - Service level agreement

3.1 Employer Functions

The following functions are designated as employer responsibilities and therefore do not form part of the Administering Authority's responsibilities. The Fund may provide these services on a recharge basis, with staffing costs charged at the daily or hourly rates set out in Annex 1.

Task	Description
Redundancy and Severance	Calculation and payment of redundancy and/or severance payments
IAS19 / FRS 17/ FRS 102 Reports	Provision of data required for accounting calculations
Cessation and interim valuation data	Provision of data required for interim and/or cessation valuations
Miscellaneous non-LGPS	Any requests for advice or additional work that fall outside the statutory responsibilities of an administering authority under the LGPS Regulations.
Admission Agreements	Setting up and amendment of admission agreements
3 rd Party Activity	Additional charges will apply where the services of a third party, such as a lawyer or actuary, are required. These costs will be borne by the employer.

3.2 Actuarial Functions

The following functions have been designated actuarial functions that employers will require input from both the LPPA and the Fund's Actuary Hymans Robertson.

As above, there are no changes to these functions because of the revised strategy. Where these functions are required, support will be provided by LPPA and/or Hymans Robertson.

As noted above, the revised strategy does not result in any changes to these functions.

Task	Description
Legal work & non-standard actuarial work	Any work in relation to this will require input from both LPPA, the Fund's Actuary and/or the Fund's legal advisors.
Cessation valuations	Any work in relation to this will require input from both LPPA and the Fund's Actuary

Employer actuarial valuations	Any work in relation to this will require input from both LPPA and the Fund's Actuary
Academy conversion	Any work in relation to this will require input from both LPPA and the Fund's Actuary
Valuation of unfunded liabilities	Any work in relation to this will require input from both LPPA and the Fund's Actuary

3.3 Administering Authority Functions

The following functions have been designated administering authority functions since they relate directly to the core purpose of administering the scheme.

The table also shows the timescales within which we aim to complete each task, measured from the date all required information is received, together with the corresponding performance target.

Key Performance Indicators (KPIs)

Case Type/Task	Timescale (working days)	Target (% within timescale)
Admissions	10	95%
Transfers In/Aggregation	10	95%
Transfer Out	10	95%
Estimates employee	10	95%
Retirements	5	95%
Deferred Benefits	15	95%
Refunds	5	95%
Deaths	5	95%
Correspondence	10	95%
Other queries to employer	10	95%

3.4 Employer Responsibilities

Employers will be responsible for the following functions/tasks to be performed/supplied in the manner and timescale set out below.

An employer guide can be found at Annex 2.

Payments of monies due	• Monthly contributions – paid in full and on time, no later than the 22nd of the following month. • Single payments of contributions – paid in full and on time, no later than the 22nd of the following month. AVC contributions – paid in full to the AVC provider and on time, no later than the 22nd of the following month.
Submission of monthly return	Monthly returns must be submitted. If you are unable to submit a return by the 10th day of the following month, you must notify LPPA and Brent Pensions as soon as possible, explaining the reason for the delay and providing an estimated timescale for submission.
Submission of monthly contributions return	The completed schedule of contributions paid and the contributions due must be received by the Fund no later than the 22nd of the following month.
Monthly errors Examples of monthly errors • A missing joiner • A missing leaver • A missing change of hours • A missing notification of absence • Return from absence • Missing additional contributions • Significantly higher or lower pensionable remuneration compared with the previous year, with no explanation for the variance.	Respond to errors within 10 working days of notification. Where a response cannot be provided within ten working days, notify LPPA of the expected timescale and inform Brent Pensions of the delay.

Response to other queries raised (e.g. by the LPPA Pensions Services or Brent Pensions teams) There are times when LPPA may need to confirm with you that a member's record is correct before issuing them with a benefit calculation. It is these types of queries that we are referring to	10 working days from notification by LPPA or Brent Pensions If unable to respond in 2 weeks, then inform LPPA of the likely timeframe that you can respond in and advise Brent Pensions of the delay
On-line access Employer LPPA portal "MBM"	Use of online Forms for relevant tasks
Submission of joiners/leavers	Notification of joiners within 1 month of joining the scheme Notification of leavers within 1 month of leaving the scheme Notification of retirement within 1 month prior to the last day of service
Notification of other changes during employment	Relevant changes e.g. change of hours, absence notification online within 1 month of the event
TUPE transfers	If you let or re-let a contract to a contractor, you must notify the Administering Authority at the outset of the outsourcing process. As a scheme employer, you must also arrange an LGPS admission agreement, a genuinely equivalent or a better pension scheme covering all transferring employees who are eligible to participate in the LGPS.
Correct admission of members into the Fund	You must ensure that you are correctly admitting members into the "Fund"
Up to date discretions policies in place	Discretionary policies to be in place and up to date
Customer Relationship Management contacts	LPPA and Brent Pensions to be notified of contact change or new contact within 1 month via the employers contact form

3.5 Notes on Employer Responsibilities

3.5.1 Employer Representative

Each employer must nominate an individual to act as their main contact and employer representative for Brent Pension Fund. Any change to this nominated person must be communicated to Brent Pension Fund immediately.

3.5.2 Regulatory Compliance and Member Notifications

Employers must ensure compliance with the Occupational Pension Schemes (Disclosure of Information) Regulations. To support this, member notifications must be provided within the required timescales. For example, when a member retires before age 65, the leaver notification must be submitted to Brent Pension Fund no later than one month after the retirement date.

3.5.3 Monthly Data Returns

Employers are required to submit a monthly data return to LPPA. Returns should be reconciled against both employee and employer pension contributions paid during the financial year to ensure accuracy and completeness.

3.5.4 Contributions and Regulatory Reporting

Under the Pensions Act, Brent Pension Fund may be required to report employers to The Pensions Regulator where pension contributions are not paid in accordance with the relevant regulatory requirements and Code of Practice. You must also submit a contribution return at the same time.

3.5.5 Skills, Knowledge and Data Quality

Employers should ensure that staff responsible for pension administration have the appropriate skills and knowledge to effectively carry out their responsibilities. Maintaining high-quality member records and providing accurate, timely information are essential to supporting efficient scheme administration and regulatory compliance.

3.5.6 Communication and Employer Support

Brent Pension Fund, working in partnership with LPPA, will keep employers informed of legislative, regulatory and administrative developments through communications such as emails, newsletters, training sessions, forums and workshops. This support will be provided when new regulations are introduced or under consideration.

4. Staff Charging Schedule

The Fund's staffing charges for work over and above the responsibilities of the administering authority from 1 November 2026.

VAT is charged on all applicable items.

Staffing level	Charge per day excluding VAT	Charge per hour excluding VAT
Admin Staff	£514.00	£71.00
Team Leader	£890.00	£123.00
Specialist	£952.00	£132.00
Manager	£1,316.00	£182.00
Senior Manager	£1,920.00	£266.00
Director	£2,263.00	£314.00

5. Pensions Administration Strategy - Charging

5.1 Why we need to charge

Most employers provide accurate scheme data on time and process member pension events, such as joiners and leavers, within the required timescales. However, a small number of employers do not consistently meet these requirements.

The Pensions Regulator expects all employers to comply with their legal responsibilities. To support this, the Fund must have a mechanism in place to address instances of non-compliance. As a result, the Fund has introduced a levy framework for employers who persistently fail to meet their obligations.

5.2 Circumstances in which we would charge

The Fund does not intend to impose levies for every minor error or isolated delay in the provision of scheme data or the processing of member events. Our aim is to work collaboratively with employers and the pension administrator to ensure that legal duties are met, and high standards of administration are maintained.

The Service Level Agreement (SLA) sets out the timescales for key administration activities. The Fund recognises that there may be occasions when these timescales cannot be met due to exceptional circumstances. In such cases, employers are expected to take reasonable steps to resolve any issues as quickly as possible, and a levy would not normally be considered.

However, where an employer repeatedly fails to meet its responsibilities, does not respond to requests to address concerns, or is unwilling to work with the Fund to improve performance, the Fund may consider applying a levy. Before doing so, the Fund will seek to engage with the employer, understand any challenges they face, and provide appropriate support to help them return to compliance.

5.3 Monitoring Following the Imposition of a Levy on an Employer

If a levy is imposed, the Fund will continue to work with the employer to help them meet their legal and administrative responsibilities.

The employer's performance will be monitored and reviewed. Where a sustained improvement is demonstrated and compliance is achieved and maintained, the Fund may, at its discretion, consider refunding all or part of the levy.

6. Fees

As a last resort and after trying to assist the employer with support or training, the "Fund" reserves the right to levy a fee on an employer whose performance consistently falls short of the standards set out in this document.

Activities	Fees excluding VAT
Late payment of monthly contributions - contributions must be received by the statutory deadline of the 22nd day of the calendar month following deduction where payment is made electronically, or by the 19th day where payment is made by cheque.	£80 plus interest calculated on a daily basis
Monthly Contributions – non provision of the correct schedule of payments in stipulated format and accompanying the respective contribution payment within stated timelines	£80 per occasion
Change Notification – failure to notify administrators of a change to a member's working hours, leave of absence with permission (maternity, paternity, career break) or leave of absence without permission (strike, absent without permission) – within 1 month of the change of circumstances	£80 per occasion
Month End Data – failure to provide month end data by 10 th of the month following payroll	£80 per occasion
Month End Data Queries – failure to respond to the administrators requests for information to resolve data queries within the prescribed timescale	£80 initial fee then £40 for every month the information remains outstanding
New Starter - failure to notify the administrator of a new starter within 1 month of joining the scheme	£80 initial fee then £40 for every month the information remains outstanding
Leaver – failure to notify the administrator of any leaver within 1 month of leaving the scheme	£80 initial fee then £40 for every month the information remains outstanding
Retirees – failure to notify the administrators when a scheme member is due to retire within 1 month before the retirement date	£80 initial fee then £40 for every month the information remains outstanding
Late payment of pension benefits - any costs arising from an employer's poor performance will be recharged to the employer concerned.	Recovered in accordance with regulation 70 and 69(1)(d) of the LGPS regulations 2013
Change of employer contact details - The "Fund" not notified of contact change or new contact within 1 month of alteration	£80 per occasion

Appendix 1 - Regulation Extract

LOCAL GOVERNMENT PENSION SCHEME REGULATIONS 2013

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

59. -(1) An administering authority must prepare a written statement of the authority's policies in relation to such of the matters mentioned in paragraph (2) ("its pension administration strategy").

(2) The matters are-

- (a) procedures for liaison and communication with Scheme employers in relation to which it is the administering authority ("its Scheme employers");
- (b) the establishment of levels of performance which the administering authority and its Scheme employers are expected to achieve in carrying out their Scheme functions by-
 - (i) the setting of performance targets,
 - (ii) the making of agreements about levels of performance and associated matters, or
 - (iii) such other means as the administering authority considers appropriate;
- (c) procedures which aim to secure that the administering authority and its Scheme employers comply with statutory requirements in respect of those functions and with any agreement about levels of performance;
- (d) procedures for improving the communication by the administering authority and its Scheme employers to each other of information relating to those functions;
- (e) the circumstances in which the administering authority may consider giving written notice to any of its Scheme employers under regulation 70 (additional costs arising from Scheme employer's level of performance) on account of that employer's unsatisfactory performance in carrying out its Scheme functions when measured against levels of performance established under sub-paragraph (b);

(3) An administering authority must review and, if appropriate, revise its pension administration strategy—

- (a) at least once in each valuation period, and
- (b) as soon as reasonably practical after any material change in its policies in relation to any of the matters contained in the strategy.

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

(5) An administering authority must publish-

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

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

(6A) In preparing, revising and publishing its pension administration strategy, an administering authority must act in accordance with guidance issued by the Secretary of State from time to time.

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

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

Payment by Scheme employers to administering authorities

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

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

(2) But—

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

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

- (a) the total pensionable pay received by members during the period covered by the statement whilst regulations 9 (contributions) applied (including the assumed pensionable pay members were treated as receiving during that period),
- (b) the total employee contributions deducted from the pensionable pay referred to in sub-paragraph (a),

- (c) the total pensionable pay received by members during the period covered by the statement whilst regulation 10 applied (including the assumed pensionable pay members were treated as receiving during that period),
 - (d) the total employee contributions deducted from pensionable pay referred to in sub-paragraph (c),
 - (e) the total employer contributions in respect of the pensionable pay referred to in sub-paragraphs (a) and (c),
 - (f) the total additional pension contributions paid by members under regulation 16 (additional pension contributions) during the period covered by the statement, and
 - (g) the total additional pension contributions paid by the employer under regulation 16 (additional pension contributions) during the period covered by the statement.
- (4) An administering authority may direct that the information mentioned in paragraph (3) shall be given to the authority in such form, and at such intervals (not exceeding 12 months) as it specifies in the direction.
- (5) If an amount payable under paragraph (1)(c) or (d) cannot be settled by agreement, it must be determined by the Secretary of State.

Additional costs arising from Scheme employer's level of performance

70. (1) This regulation applies where, in the opinion of an administering authority, it has incurred additional costs which should be recovered from a Scheme employer because of that employer's level of performance in carrying out its functions under these Regulations.
- (2) The administering authority may give written notice to the Scheme employer stating-
- (a) the administering authority's reasons for forming the opinion mentioned in paragraph (1);
 - (b) the amount the authority has determined the Scheme employer should pay under regulation 69(1)(d) (payments by Scheme employers to administering authorities) in respect of those costs and the basis on which the specified amount is calculated; and
 - (c) where the administering authority has prepared a pension administration strategy under regulation 59, the provisions of the strategy which are relevant to the decision to give the notice and to the matters in sub-paragraphs (a) or (b).

Background

- (A) The Administering Authority is an administering authority. It administers and maintains the Fund in accordance with the Regulations.
- (B) The Employing Authority is a Scheme Employer, an Admitted Body, a Designating Body or other body entitled to participate in the LGPS.
- (C) In accordance with Regulation 59 of the Administration Regulations, the Administering Authority has prepared the Pension Administration Strategy Statement setting out amongst other things the Service Level Agreement.
- (D) In preparing the Pension Administration Strategy Statement, the Administering Authority must consult the employing authorities in the Fund the Pensions Board, and such other persons it considers appropriate.

When the Administering Authority has published the Pension Administration Strategy Statement and sent a copy of it to each of the employing authorities in the Fund (including the Employer).

- (E) The Administering Authority will keep the Pension Administration Strategy Statement (including the Service Level Agreement) under review and will make such revisions as are appropriate following any material change in its policies in relation to any of the matters contained in the Pension Administration Strategy Statement.
- (F) The Administering Authority and the Employer have agreed to enter into this Agreement to document their agreement to comply with and be bound by the terms of the Service Level Agreement.

Now it is agreed as follows:

1. Interpretation

1.1 The following expressions have the following meanings:

“1995 Regulations”	The Local Government Pension Scheme Regulations 1995
“1997 Regulations”	Local Government Pension Scheme Regulations 1997
“2007 Benefit Regulations”	The Local Government Pension Scheme (Benefits, Membership and Contributions) Regulations 2007
“2008 Administration Regulations”	The Local Government Pension Scheme (Administration) Regulations 2008
“Regulations”	The Local Government Pension Scheme Regulations 2013
“Core Scheme Functions”	The functions identified in the Service Level Agreement as being core Scheme functions
“Fund”	The Pension Fund
“Pension Administration Strategy Statement”	The Administering Authority’s statement prepared in accordance with Regulation 59 of the Administration Regulations as revised from time to time in accordance with

	that Regulation
“Regulations”	The Local Government Pension Scheme Regulations 2013 in force now or as amended and in force at any future date and the Local Government Pension Scheme (Transitional Protection) Regulations 2014 and previous regulations as they still have effect in part.
“Scheme”	The Local Government Pension Scheme established by the Regulations made by the Secretary of State under sections 7 and 12 of the Superannuation Act 1972
“Service Level Agreement”	The section of the Pensions Administration Strategy Statement setting out the levels of performance which the Administering Authority and its employing authorities are expected to achieve in carrying out their Scheme functions including performance targets. The Service Level agreement may be revised from time to time as part of the Pensions Administration Strategy Statement. A copy of the Service Level Agreement current as at the date of this Agreement is included in the documentation
“Transitional Regulations”	The Local Government Pension Scheme (Transitional Provisions) Regulations 1997, 2008 & 2014

2. The Service Level Agreement

2.1 Unless the context requires otherwise, expressions used in this Agreement have the same meaning as in the Regulations.

2.2 References in this Agreement to any enactment, legislation, or statutory provision include any amendment, re-enactment, or subordinate legislation made under it.

2.3 With effect from the date of this Agreement, the Administering Authority and the Employer agree to use their best endeavours to comply with and be bound by the terms of the Service Level

2.4 If, in the opinion of the Administering Authority, the Employer has failed to comply with this Service Level Agreement, it may recharge the Employer for any additional costs incurred as a result.

2.5 In determining whether to recharge costs under clause 2.4, the Administering Authority shall consider any failure on its part to comply with this Service Level Agreement and the extent to which that failure contributed to the costs incurred.

2.6 Nothing in clause 2.4 shall affect the Administering Authority’s power under Regulation 70 of the Regulations to recover from the Employer any additional costs incurred as a consequence of the Employer’s performance in carrying out its functions under the Regulations or this Service Level Agreement.

2.7 The Employer acknowledges that the Service Level Agreement may be revised from time to time by the Administering Authority in accordance with Regulation 59 of the Regulations and that the Employer will comply with and be bound by the terms of the revised Service Level Agreement.

3. Other Charges

- 3.1** The Employer acknowledges that the contribution it is required to pay towards the cost of the administration of the Fund is to cover the cost of meeting the Core Scheme Functions.
- 3.2** Where the Employer requests that the Administering Authority provides services beyond these functions the Administering Authority reserves the right to charge the Employer for the provision of such services. Non-core services include by way of example and without limitation: the provision of accounting reports, bulk redundancy calculations, bulk information requests, member presentations, site visits and the payment of compensatory added year's benefits. Such services will be provided on terms agreed at the time with the Administering Authority and the Employer.

4. Notices

Any notices under this Agreement shall be in writing and shall be served by sending the same by first class post, fax, facsimile or by hand or leaving the same at the headquarter address of the Employer or the headquarter address of the Administering Authority.

5. Waiver

Failure or neglect by the Administering Authority to enforce at any time any of the provisions of this Agreement shall not be construed nor shall be deemed to be a waiver of the Administering Authority's rights nor in any way affect the validity of the whole or any part of this Agreement nor prejudice the Administering Authority's rights to take subsequent action.

6. More than one Counterpart

This Agreement may be executed in more than one counterpart, which together constitute one agreement. When each signatory to this Agreement has executed at least one part of it, it will be as effective as if all the signatories to it had executed all of the counterparts. Each counterpart Agreement will be treated as an original.

7. Laws

This Agreement will be governed by and interpreted in accordance with the laws of England and Wales.

Any rights that a third party may have under the Contracts (Rights of Third Parties) Act 1999 are excluded.

Employer Guide

What the Fund and LPPA need from you

To administer your employees' pensions accurately and efficiently, the Fund and LPPA need complete, accurate and up-to-date information.

Clean and accurate data

You must notify us of any changes affecting your employees' pension records in your monthly contribution returns, including

:

- joining the Scheme;
- changes to working hours or weeks worked each year;
- authorised unpaid leave, including maternity, paternity or adoption leave;
- unauthorised absences, which are recorded as breaks in service because members cannot repay pension contributions for these periods;
- periods of strike action;
- reductions in pay; and
- leaving the Scheme, including opting out and leaving employment, apart from deaths, leavers over 55 and ill-health retirements which require Online Leaver Forms.

You can notify us of these changes by completing the relevant online form.

Accurate monthly returns are essential. They enable us to identify and resolve missing information promptly, support an accurate valuation of the Fund and help to keep employer contribution rates as low as possible.

Brief Summary of Employer Actions

Joining the Scheme

This information is submitted on the monthly return.

Change of Hours

This information is submitted on the monthly return.

Leavers forms required

- Death in service
- Leavers aged over 55
- Ill-health retirements

Leavers forms are **not required**

- Dismissal
- TUPE / academy conversion / MAT transfer
- Resignation under 55
- Opt-outs under 55

Sick Leave

Where a member receives no pay because of sick leave, you must notify LPPA of their Assumed Pensionable Pay (APP), calculated under Regulation 21 of the LGPS Regulations.

Unauthorised Absence

Unauthorised leave should be recorded on the monthly return. The period will not count towards the calculation of the member's pension benefits, and they will not be able to pay retrospective contributions in respect of it.

Unpaid leave (Excluding maternity/paternity/adoption leave)

Any period of ordinary unpaid leave (or leave on reduced pay) that lasts less than 15 days does not need to be notified to LPPA, although the member must have contributions for that period deducted from his pay on his return, and employer contributions must also be paid.

If the ordinary unpaid leave (or leave on reduced pay) lasts 15 days or more at calendar length, then the LPPA must be informed using the monthly return

A strike period must be treated differently to ordinary unpaid leave, but it is not classified as unauthorised absence and it should be recorded on the monthly return.

The LPPA do not need to be informed if a member has a period of leave to enable them to perform jury service, but the contributions for that period must be paid by both employer and employee and must be based upon the pay that the member would have received if not performing jury service.

Unpaid leave (maternity/paternity/adoption leave)

A member on parental leave must continue to pay contributions on the pensionable pay they receive, including any statutory pay. When the member moves to nil pay, the employer must record assumed pensionable pay in accordance with Regulation 21.

Employer contributions continue to be paid during a period of unpaid maternity, paternity and parental leave based on the Assumed Pensionable Pay

Leaving the scheme

It is essential that the LPPA receives accurate, timely information regarding a member's pay when they cease to contribute to the pension scheme and an online leaver form is required (i.e. death in service, leavers over 55 and ill-health). When a member is dismissed on the grounds of permanent ill-health, the appropriate ill-Health retirement certificate and a narrative provided by an independent registered medical practitioner (IRMP) and counter-signed on behalf of the employer must be provided.

A member who opts-out of the scheme with less than three months' membership must have their pension contributions refunded to them and will be treated as never having been in the scheme. The information must be reported on the monthly return.

If a member leaves your employment with less than three months membership, their contributions will be refunded to them. The details should be recorded on the monthly return.

Monthly Contribution returns

Each month a schedule of contributions paid must be completed with details of:

- Total pensionable remuneration against which contributions calculated
- The total employees' contributions
- The total employer's contributions
- Any cash payments that may be due from the employer
- The payment method and date.

The completed schedule of contributions paid and the contributions due must be received by the Fund within 22 days of the end of the month, or within 19 days for cheques, within which they were deducted from the employees' pay.

At the end of each month, a full submission of contributions must be submitted by each employer.

Please note that late submission of returns may delay the issue of annual benefit statements to your employees and could affect the accuracy of the Fund's valuation, potentially resulting in an increase in your employer contribution rate.

Using online Forms

To fully co-operate with the terms of the Pension Administration Strategy, online Forms must be used where necessary. To enable you to do this, a member of staff must be nominated to be your "Site Administrator" who will be able to/responsible for:

- Set up new users and determine their access levels
- Reset usernames and password
- Unlock locked accounts
- Disable user accounts
- Keeping your organisation's contact details up to date.

In this way, you can retain control over who has access to the site and is able to input the information required. The Site Administrator will also be our first contact for any news on updates to the website.

Nothing in this guide can override the information given in the Employer's Guide, the provisions of the Pension Regulations, or related legislation. The guide is for general use and cannot cover every personal circumstance, nor does it cover specific protected rights that apply to a very limited number of employees. In the event of any dispute concerning a member's pension benefits, the appropriate legislation will prevail as this guide does not confer any contractual or statutory rights and is provided for information purposes only. The Fund accepts no liability for any loss, damage or inconvenience arising from any error or inaccuracy in this guide.

Online Forms

Any Online Forms must be completed and the details immediately forwarded to the LPPA to enter onto the relevant LPPA systems. Any errors or inconsistencies in the data can be quickly identified and can be remedied.