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To: Chief Executives  
Salaries and Wages  
Human Resources  
Pension Contacts

Circular 11/2023

Date 22 September 2023

At: All Employing Authorities

Dear Colleagues,

### **NILGOSC's Pension Administration Strategy**

Under the Local Government Pension Scheme Regulations (Northern Ireland) 2014 NILGOSC may prepare a written statement of its policies in relation to certain administrative matters. The Regulations refer to such a statement as a Pension Administration Strategy (PAS).

The PAS sets out the responsibilities and performance levels required by both NILGOSC and employers to enable and provide a framework for the delivery of a cost-effective and high quality pension administration service. This delivery is dependent on effective administration procedures being in place between employers and NILGOSC, specifically the timely exchange of accurate information in respect of scheme members.

The current PAS was issued to employers in August 2017 and effective from October 2017 and replaced previous service level agreements. This updated PAS will replace the 2017 version with effect from 1 March 2024 and will apply to all Scheme employers. NILGOSC proposes minor changes to the content of the PAS, mainly in the following areas:

- Amendments required as a result of the use of technology to delivery efficiencies and service improvements such as the move from annual to monthly returns and the use of the Member self serve portal which dramatically shifts how data is exchanged and removes the requirement of many current manual forms/spreadsheets;

- Amendments to Employer service standards to aid the timeliness of data to allow NILGOSC to fulfil its statutory obligations:
- Appendix 1 has been updated to reference the Regulatory framework that both NILGOSC and Scheme employers are required to comply with when discharging their roles and responsibilities.
- Amendments to explain how NILGOSC will deal with an employer that does not meet the performance standards along with a revised charging structure in appendix 2.

I should be grateful if you could consider the draft PAS and provide feedback by way of a formal response to this consultative exercise by **1 December 2023** in order that any comments can be considered by NILGOSC in advance of us agreeing the final version of the document.

A copy of the draft PAS is attached to this circular and can also be accessed through the NILGOSC's website [Current consultations - NILGOSC](#).

Responses are welcome in electronic or hard copy although an electronic version would be appreciated to assist with the collation of employer feedback. Please submit your responses to the Head of Pension Services at NILGOSC using the contact details below:

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I look forward to hearing from you, however if you do have any queries, please do not hesitate to contact me on 0345 3197 325 or by email [jenna.fisher@nilgosc.org.uk](mailto:jenna.fisher@nilgosc.org.uk)

Yours sincerely

Jenna Fisher

Head of Pensions Service

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