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To: Chief Executives
Salaries and Wages
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Circular 07/2024

11 April 2024

At: All Employing Authorities

Dear Colleagues,

Pension Administration Strategy- effective from 1 April 2024

Further to our previous circular of 22 September 2023 asking for views and comments on NILGOSC's revised Pension Administration Strategy ('the Strategy'), please be advised that the consultation period has now ended and the Strategy has been finalised.

I have attached a copy of the final version of the Strategy which has been updated slightly to take into account the consultation responses. Thank you to those employers who took the time to provide a response and a summary of the consultation responses can be found on our website at [Previous consultations - NILGOSC](#).

The aim of the Strategy is to provide a framework for the delivery of a cost-effective and high-quality pension administration service. The delivery of such a service 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 Strategy sets out the service standards and performance targets for both NILGOSC, as the Scheme administrator, and for Scheme employers.

NILGOSC will seek to resolve underperformance issues informally in the first instance. This will include the offer of additional training and support to help ensure employers understand their responsibilities with respect to scheme administration. In those circumstances where informal resolution is not possible, or in cases of persistent non-compliance, NILGOSC will assess whether a charge should be levied. Appendix 2 of the Strategy sets out the detailed charging structure that will apply.

I would like to encourage all employing authorities to make me aware of any shortcomings in NILGOSC's pension administration service so that I can take steps to resolve the matter at the earliest opportunity.

If you have any queries regarding the Strategy, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J Fisher', written in a cursive style.

Jenna Fisher

Head of Pension Services