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SUPPLEMENTARY PAPERS

Committee	PENSIONS COMMITTEE
Date and Time of Meeting	MONDAY, 5 FEBRUARY 2024, 5.00 PM
Venue	REMOTE MEETING
Membership	Councillor Weaver (Chair) Councillors Dilwar Ali, Lay, Reid-Jones and Taylor

The following papers were marked 'to follow' on the agenda circulated previously

- 4 Annual Review of Fund Policies and Strategies** (Pages 3 - 26)
To review the Fund's Communications Policy, Complaints and Compliments Policy and Pensions Administration Strategy.

Appendices

D Marles
Interim Monitoring Officer
Date: Tuesday, 30 January 2024
Contact: Andrea Redmond,
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Cardiff & Vale of Glamorgan
Pension Fund



Communication Policy Statement

Communications Policy Statement

Introduction

The Cardiff and Vale of Glamorgan Pension Fund strives to provide a high quality and consistent service to our customers in the most efficient and effective way possible, in this ever-changing pension environment.

This Policy Document has been prepared and published, by Cardiff Council as Administering Authority of the Cardiff and Vale of Glamorgan Pension Fund. This Policy document has been written in compliance with regulation 61 of the Local Government Pension Regulations 2013 (the LGPS Regulations).

The Objectives of the Fund's Communication Strategy are:

- improve awareness and appreciation of the benefits provided by the pension scheme
- encourage take up of the scheme amongst new and existing employees
- answer all LGPS member pension entitlement questions promptly
- develop the partnership between the Pension Fund's administration team and the employing bodies
- liaise with a range of other groups who have an interest in the scheme

Within the pension fund there are five groups of members with whom the Fund needs to communicate with:

1. Scheme Members
2. Prospective Scheme Members
3. Scheme Employers
4. Representatives of Members
5. Other Bodies

This Policy document sets out how we plan to communication with all five groups.

The Cardiff and Vale Pension Fund aims to use the most appropriate channel of communication for the audience receiving the information. In some circumstances this may mean using more than one channel.

Scheme Members

Scheme members include:

- **Active members** - currently contributing into the Fund
- **Deferred members** - benefits in scheme but not contributing
- **Pensioners** - receiving a pension

Fund Website

The Fund has developed an extensive website which sets out Scheme rules and regulations in a simple and easy to read format. Information updates and news items are quickly added to notify members of any Scheme changes. Electronic copies of the Fund's leaflets, forms, booklets, policy documents and reports are also readily available. The Fund's Annual Report and Accounts are available, plus all key governance documents. Active members also have access to a Member Self Service electronic portal via the website. Through this portal they can amend their personal details, calculate retirement estimates and receive secure communication from the Pension Fund.

Annual Report and Accounts

An electronic copy of the Fund's Annual Report and Accounts is available to all Scheme members on the website. Hard copies are also available on request.

Newsletter

The Fund may issue communication to active Scheme members of the Fund on an ad hoc basis, which will cover current pension topics within the Local Government Pension Scheme and wider pensions industry.

We send an annual newsletter to all pensioners every April, giving them details of their annual pension increase, the payment dates for the new financial year, plus any other relevant pension information.

Annual Benefits Statement

Annual Benefits Statements for Active members are uploaded to their Member Self Service electronic account. These statements show them the current value of their pension as at 31 March, including a projection figure to Normal Pension Age (NPA) and current value of death benefit. For any active member who opted out of electronic communication we will send a hard copy Annual Benefit Statement to their home address.

Currently, we are still sending hardcopies of the Annual Benefit Statements to our deferred members' home address, which gives them the current value of their pension at every April (the date the pension was last increased in line with the appropriate cost of living index).

Supplementary notes are provided with both Annual benefits Statements and Notes for Guidance are published on our website for additional support.

Scheme Literature

Cardiff and Vale of Glamorgan Pension Fund produce an extensive range of Scheme literature, which are available to all Employers and Scheme Members in both English and Welsh. All literature is updated regularly, to keep up to date with regulation changes and available on the Pension Fund's website.

Pension Increase Statements

Annual Pension Increase statements are sent to all pensioners informing them of the percentage rate their pension will increase, and the new pension payment for the new financial year.

Retirement Figures

Deferred members need to contact us 6 weeks before their retirement date and retirement figures are sent to their home address.

Statutory Notifications

In Compliance with Scheme Regulations, members are notified when any change occurs to their pension record which will affect their pension benefits.

Correspondence

The Fund uses electronic, surface mail and email to receive and send correspondence. Response will be sent in the individuals preferred language of choice.

Payment Advice/P60

All Pensioners are issued with payment advice pay slips every April (together with their Pension Increase newsletter). Payslips are only sent throughout the year if their net pension changes by £10 or more.

P60 notifications are sent out annually (usually in April or May) and provide members with a breakdown of the payments they have received over the last complete financial year.

Prospective scheme members

Scheme Leaflet

All prospective Scheme members are provided with a Scheme brochure, which explains the benefits of joining the LGPS. This brochure is sent by the Human Resources Team when their employment contract is sent to new employees.

Pension Website

The Fund's website has a dedicated section for non-members, where it highlights the benefits of the Scheme and the importance of planning for retirement. Giving all non-members the information, they need to make an informed decision.

Scheme Employers

The Fund communicates with its participating employers in several ways to help them meet their responsibilities as Scheme Employers.

Annual Employer Forum

We hold an Employer Forum meeting every year for all Scheme Employers, where Fund Managers discuss:

- Detailed investment update Financial and administrative reports
- Any relevant procedural/legislative changes
- Triennial valuation – if valuation year
- Guest speakers who will be able to upskill our Employers

The Communications and Training Officer will make periodic visits to the Employers address to discuss issues as and when they arise.

All Employers need to supply pay and contribution data to the pension scheme, within deadlines and in the format specified by the Pensions Team.

All employers within the Scheme, and their Human Resources functions, play a key role in informing the pension team of the new starters, leavers, retirements etc. Employers are also responsible for providing information on the pension scheme to their employees.

Annual Report and Accounts

The audited accounts of the Cardiff and Vale of Glamorgan Pension Fund are prepared as at 31 March each year. A copy of the Fund's Annual Report, which includes the accounts, is posted on the Fund website.

Pension Administration Strategy

The Administration Strategy defines the responsibilities of both the Fund and all Scheme employers in the administration of the Scheme.

The Strategy sets out the level of performance expected from the Cardiff and Vale Pension Fund and all employers, as well as the consequence of not meeting statutory deadline.

Website

The Fund website has a dedicated employer area to provide employers with the guidance needed to effectively discharge their administrative responsibilities and will include updates and forms which can be downloaded.

Updates

Regulatory and administrative updates are frequently issued to all employers by email.

Training

Bespoke training sessions can be delivered on request by the dedicated Communication & Training Officer to resolve any administrative issues identified by the employer.

Member Representatives

Trade Unions

Trade Unions in Cardiff and Vale of Glamorgan are valuable ambassadors for the Pension Scheme. They deliver details of the Local Government Pension Scheme's to their members by local representative. They also assist in negotiation under TUPE transfers to ensure, whenever possible, continued access to the Local Government Pension Scheme.

A combined Employer and Trade Union Forum is held annually. Representatives of the local trade union branches receive presentations on the Fund's Annual Report, the performance of its investments and other current issues.

Pension Board

The Fund's Local Pension Board was established on 1st April 2015. In addition to the three Trade Union (scheme member) representatives outlined above, the Board also includes three Employer representatives, and an independent chair, who participate in the Board's role of assisting the Scheme Manager. Each Board member has received appropriate induction and training and will be kept up to date with national and local developments in the LGPS. The names and contact details of the Local Pension Board representatives are available on the Cardiff and Vale Pension Fund website.

Other Bodies

The Pensions Administration Team are also actively involved with other various groups who have an interest in the LGPS.

Department for Levelling Up, Housing and Communities (DLUHC)

This Government Department are responsible for amending the Scheme regulations following consultation with all local authorities, and some employers. The Fund takes part in these exercises as and when necessary.

We also have involvement with the **Local Government Association (LGA)** and **National Association of Pension Funds (NAPF)**. The Fund is also a member of the **Local Authority Pension Fund Forum (LAPFF)**.

Scheme Advisory Board (SAB)

The **Scheme Advisory Board** is a board that provides advice and guidance to the Local Government Pension Scheme (LGPS) in England and Wales. The board is responsible for ensuring that the LGPS is run in a transparent and responsible manner, and that it is governed in accordance with the best practices of the industry. The board is also responsible for ensuring that the LGPS is run in a way that is consistent with the interests of its members. The board is made up of a number of members who are appointed by the Secretary of State for Communities and Local Government. The board meets regularly to discuss issues related to the LGPS and to provide advice and guidance to its members.

All Wales Pensions Officer's Group

Pension Officers from all the Welsh administering authorities meet regularly to discuss and share information. This ensures uniform interpretation of the LGPS and other prevailing regulations.

Wales Pension Partnership (WPP)

Since the proposals for a Wales Investment Pool were approved by the Minister for Local Government in November 2016 this Fund has worked closely with the other Welsh Local Government Pension Funds in the setting-up of the Wales Pension Partnership (WPP). The remit of the WPP has been to develop specific partnership investment arrangements for the Welsh LGPS Funds and a number of sub-funds have been launched since the inception of the WPP. The work of the WPP continues with the development of other shared investment opportunities, particularly for

alternative investments. The development of the WPP has also allowed the Welsh LGPS Funds to develop consistent communications across areas such as Responsible Investment and Voting and Engagement policies. Further details of the WPP can be found on its website:

www.walespensionpartnership.org

Seminars

Fund Officers regularly participate at seminars and conferences held by LGPS related bodies.

General Information

Data Protection

To protect any personal information held on computer, the Cardiff and Vale of Glamorgan Pension Fund, is registered under the Data Protection Act 2018. This allows members to check that their details held are accurate. The Fund's Privacy Notices are published on the Pension Fund website.

National Fraud Initiative

The Authority are under a duty to protect the public funds it administers and may use information for the prevention and detection of fraud.

General

Whilst this Policy Statement outlines the communication approaches adopted by the Cardiff and Vale of Glamorgan Pension Fund there are roles and responsibilities which fall on Scheme members, prospective scheme members and participating Scheme employers in ensuring that information necessary to maintain an accurate membership base is provided in a timely manner.

Policy Review

This statement will be revised if there are any material changes in Cardiff and Vale of Glamorgan Pension Fund's Communication Policy but will be reviewed on an annual basis.

How to get in contact with us

If you have a question or would like some more information about The Cardiff and Vale of Glamorgan Pension Fund please contact us.

By email: pensions@cardiff.gov.uk

By phone: [029 2087 2334](tel:02920872334)

open Monday to Thursday from 8.30am to 5pm, and Friday 8.30am to 4.30pm

By Post: Pensions Team

Room 345
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

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Cardiff & Vale of Glamorgan
Pension Fund



Pensions Complaints and Compliments Policy

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Pensions Complaints and Compliments Policy

Comments, Complaints and Compliments

We are committed to dealing effectively with any complaints you have about our services. If we have made a mistake we will apologise and try to put things right as soon as possible.

We review complaints regularly and wherever, possible, we use this information to improve the way we do things. We also welcome comments and compliments about the services we have provided.

How to make a comment, complaint, or compliment

We want it to be a simple and convenient for you to complain, make a comment or pay us a compliment. We welcome complaints in both English and Welsh, and we will respond to you in the same language.

You can send your comments, complaints, or compliments to pensions@cardiff.gov.uk or you can write to Pensions Team, Room 345, County Hall, Atlantic Wharf, Cardiff, CF10 4UW.

How we will respond

If we receive a complaint from you, we will:

- Acknowledge your complaint within 5 working days, from date of receipt of the letter or email.
- Aim to resolve the complaint within 20 working days, from date of receipt of the letter or email. If your complaint is complex, we may need more time to resolve.
- If we do need more than 20 working days to resolve your complaint, we will contact you within the 20 working days and tell you how long we expect it to take and continue to give you regular updates in this period.

We will respect your right to confidentiality and privacy, and we will treat you fairly and in accordance with our commitment to equality.

The person who is investigating your concerns will firstly aim to establish the facts. In some instances, we may ask to meet you to discuss your concerns.

If you pay us a compliment, we will feed this back to the team and or member of staff involved.

How we will communicate the outcome

If we formally investigate your complaint, we will let you know what we have found and we will use your preferred form of communication, such as letter or email, when we contact you,

If necessary, we will produce a longer report. We will explain how and why we came to our conclusions.

If we find we have done something wrong, we will tell you this, explain what happened and apologise. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to make changes to prevent the same thing happening again.

What we expect from you

We believe that all complaints have the right to be heard, understood, and respected. However, our employees have the same rights, and we will not tolerate unacceptable behaviour such as aggressive or abusive behaviour or unreasonable demands.

Who else can help me with my complaint?

You have the right to refer your complaint to **The Pensions Ombudsman (TPO)** free of charge.

The Pensions Ombudsman deals with complaints and disputes which concern the administration and /or management of occupational pension schemes.

Contact with The Pensions Ombudsman about a complaint needs to be made within three years of when the event(s) you are complaining about happened – or, if after, within three years of when you first knew about it (or ought to have known about it). There is discretion for those time limits to be extended.

The Pensions Ombudsman can be contacted at:

Address: 10 South Colonnade, Canary Wharf, London E14 4PU
Tel: 0800 917 4487 Overseas: +44 (0) 207 630 2200
Email: enquiries@pensions-ombudsman.org.uk
Website: www.pensions-ombudsman.org.uk

If you have any general requests for information or guidance concerning your pension arrangements, you can contact Money and Pensions Service

The Money and Pensions Service can be contacted at:

Address: 120 Holborn, London, EC1N 2TD
Tel: 01159 659570
Email: contact@maps.org.uk
Website: www.maps.org.uk

The **Pension Regulator (TPR)** is a pension's watchdog which makes sure schemes are run properly and protects members against fraud. Anyone who is worried about a scheme can report to The Pensions Regulator.

The Pension Regulator can be contacted at:

Tel: 0345 600 0707
Website: www.thepensionregulator.gov.uk/

Frequently Asked Questions (FAQs)

1. Are there any time limits I should be aware of?

Normally, we will only be able to look at your complaint if you tell us about it within 6

months of the date that you first became aware of the problem. However, we may still consider your complaint if you provide strong reasons for taking longer than six months to tell us about the problem. In any event, regardless of the circumstances, we will not consider any concerns about matters that took place more than twelve months ago.

2. What if my complaint involves more than one organisation or department?

If your complaint involves more than one department, we will ask each department to prepare a response and, where possible, we will incorporate these into one letter.

If your complaint involves more than one organisation, we will work with these organisations to address your complaint and to decide who will take the lead in dealing with and responding to your concerns.

3. Are there any complaints that are not covered by this policy?

This policy does not apply if the complaint relates to a Freedom of Information or Data Protection request because there is a separate process for making complaints about this service.

You can register these complaints by:

- Emailing: FOI@cardiff.gov.uk
- Visiting the Council website at www.cardiff.gov.uk
- Writing to improvement & Information, Cardiff Council, County Hall, Atlantic Wharf, Cardiff, CF10 4UW

If you disagree with a decision made by your Employer or the Pension Fund in relation to your benefits from the Local Government Pensions Scheme (LGPS), then there is a two stage complaints process in place known as the Internal Disputes Resolution Procedure (IDRP).

You can make a complaint under the IDRP if you are:

- ✓ A **Prospective Member**, who is thinking of joining the Scheme
- ✓ An **Active Member**, who is currently contributing to the Scheme
- ✓ A **Deferred Member**, who has left the Scheme, but your benefits remain in the Pension Fund
- ✓ A **Pension Member**, who is currently in receipt of a pension benefit from the Pension Fund

When making your complaint you can choose someone else to represent your case – a friend, solicitor, or union representative for example.

If you wish to make a complaint under IDR, you should complain in writing to whoever you think is at fault, either your employer or Pension Fund, by completing the [IDR application forms](#), within 6 months of the problem arising.

How to get in contact with us

If you have a question or would like some more information about The Cardiff and Vale of Glamorgan Pension Fund, please contact us.

By email: pensions@cardiff.gov.uk

By phone: [029 2087 2334](tel:02920872334)

open Monday to Thursday from 8.30am to 5pm, and Friday 8.30am to 4.30pm

By Post: Pensions Team, Room 345, County Hall, Atlantic Wharf, Cardiff, CF10 4UW

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Cardiff & Vale of Glamorgan
Pension Fund



PENSION ADMINISTRATION STRATEGY

Pension Administration Strategy

Introduction

The Pensions Administration Strategy compliments the efficient operation of the Cardiff and Vale of Glamorgan Pension Fund on the behalf of its Employing Authorities and the Administering Authority, Cardiff Council.

The objective of the strategy is to clearly define the roles and responsibilities of the Cardiff and Vale of Glamorgan Pension Fund and the Employing Authorities under the Local Government Pension Scheme (LGPS) Regulations.

These regulatory requirements are detailed below:

The Regulations

In accordance with regulation 59 of the Local Government Pension Scheme Regulations 2013:

1. An administering authority may prepare a written statement of the authority's policies in relation to such of the matters mentioned in paragraph (2) as it considers appropriate ('its pension administration strategy') and, where it does so, paragraphs (3) to (7) apply.
2. The matters are:
 - (a) procedures for liaison and communication with employing authorities in relation to which it is the administering authority ('its employing authorities')
 - (b) the establishment of levels of performance which the administering authority and its employing authorities are expected to achieve in carrying out their Scheme functions by:
 - setting performance targets
 - making agreements about levels of performance and associated matters
 - or other means as the administering authority considers appropriate
 - (c) procedures to secure the administering authority and its employing authorities comply with statutory requirements in respect of those functions and with any agreement about levels of performance
 - (d) procedures for improving communication of related information between the administering authority and all employing authorities

- (e) circumstances when the administering authority may consider giving written notice to any of its employing authorities under regulation 70 on account of that authority's unsatisfactory performance in carrying out its Scheme functions when measured against levels of performance established under sub-paragraph (b)
- (f) administering authority will publish performance data in its annual reports dealing with
- (g) and such other matters as appear to the administering authority, after consulting its employing authorities and such other persons as it considers appropriate, to be suitable for inclusion in that strategy

3. An administering authority must:

- keep its pension administration strategy under review and as a minimum update annually
- make revisions as appropriate, following a material change in its policies in relation to any of the matters contained in the strategy
- these will be considered by the Pension Board and Committee

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

5. An administering authority must publish:

- its pension administration strategy
- and where revisions are made to it

6. When an administering authority publishes its pension administration strategy, or that strategy is revised, it must send a copy of it to each of its employing authorities and to the Secretary of State.

7. An administering authority and its employing authorities must have regard to the current version of any pension administration strategy when carrying out their Scheme functions.

8. In this regulation references to the functions of an administering authority include, where applicable, its functions as an employing authority.

The Administration Strategy

This strategy formulates the administrative arrangements between the Cardiff and Vale of Glamorgan Pension Fund and the participating Employing Authorities. With the introduction of this framework, the aim is to enhance the flow of data by having clear channels of communication in place, so each authority is fully aware of its role and responsibilities within this process, as outlined by the LGPS provisions.

The relevant procedures are outlined as follows.

Procedures for liaison and communication with Employing Authorities

- The employer will nominate a person to act as the 'Employer Representative' and the Cardiff and Vale of Glamorgan Pension Fund's primary contact. The employer will notify the Cardiff and Vale of Glamorgan Pension Fund who that person is and ensure that any changes are sent to Cardiff and Vale of Glamorgan Pension Fund immediately.
- The Cardiff and Vale of Glamorgan Pension Fund employs a multi-channel approach in liaising and communicating with employing authorities to ensure that all requirements are consistently met.
- The various channels of communication employed by the Fund include:
 - The Cardiff and Vale of Glamorgan Pension Fund website, which includes a specific section for each stakeholder and the Fund's employing authorities.
 - Periodic newsletters, which are issued to all scheme members and all employing authorities. The newsletter is published via the My Cardiff and Vale Pension online service and delivered directly to each non-user's home address, as well as being published on the Cardiff and Vale of Glamorgan Pension Fund website.
 - Email updates, sent directly to employer representatives to provide notification of any scheme / administrative developments.
 - Employer updates seminars and training groups; held when required to review scheme developments or to resolve any training needs.
 - An Annual Employer Forum will be held to review the investment and administrative issues that the Cardiff and Vale of Glamorgan Pension Fund has experienced during the preceding 12 months, and to look forward at the challenges that lie ahead for the next 12 months.
 - Employer representatives distribute information supplied by the Cardiff and Vale of Glamorgan Pension Fund to scheme members within their organisation i.e., scheme guides, factsheets etc.
 - An annual report: issued by the Cardiff and Vale of Glamorgan Pension Fund to illustrate the extent to which the Fund and Employing Authorities have achieved the levels of performance established under this strategy and such other matters arising from the pension administration strategy as considered appropriate.

Levels of performance

The Cardiff and Vale of Glamorgan Pension Fund and participating Employing Authorities will have regard to the Pension Administration Strategy when carrying out their respective functions.

Levels of performance for Employing Authorities

The employer must supply notifications (or approved alternatives) to Cardiff and Vale of Glamorgan Pension Fund as follows:

- **New Starters** - within **1 month** of the employee joining the scheme
- **Changes in Member Circumstances** - within **1 month** of the event
- **Early Leavers** - within **1 month** of the employee leaving the scheme
- **Retirement Notifications** - must be received at least **8 weeks** before the last day of employment
- **Death in Service** - within **1 week** of the death of the member

Employers will supply all new employees eligible to join the Local Government Pension Scheme with a copy of the employees' brochure to the pension scheme within **2 months** of becoming employed.

The Occupational Pension Schemes (Disclosure of Information) Regulations 1996 require that for retirements before Normal Pension Age (NPA), the member must receive their benefits no later than two months after retirement and for retirements after Normal Pension Age (NPA), no later than one month after the date of retirement.

Employers will provide the Cardiff and Vale of Glamorgan Pension Fund with a year-end data return as at 31 March each year in an approved format no later than **30 April** of that year or the next working day.

The employer will ensure that member and employer contributions are deducted at the correct rate, including contributions due on leave of absence with reduced or no pay, maternity leave, and any additional contributions the Cardiff and Vale of Glamorgan Pension Fund request the employer to collect.

The employer is responsible for exercising the discretionary powers given to employers by the regulations. The employer is also responsible for publishing its policy in respect of the key discretions as required by the regulations to its employees and to the administering authority. The Cardiff and Vale of Glamorgan Pension Fund is **NOT** responsible for verifying the accuracy of any information provided by the employer for the purpose of calculating benefits under the provisions of the Local Government Pension Scheme and the Discretionary Payments Regulations. That responsibility rests with the employer.

Any over-payment resulting from inaccurate information supplied by the employer shall be recovered from the employer.

In the event of the Cardiff and Vale of Glamorgan Pension Fund being levied by The Pensions Regulator, the charge will be passed on to the relevant employer where that employer's action or inaction (e.g., the failure to notify a retirement within the time limits described above), cause the levy.

Under the GDPR Data Protection Act 2018, the employer will protect from improper disclosure any information about a member contained (where applicable) on any item sent from the Cardiff and Vale of Glamorgan Pension Fund. It will also only use information supplied or made available by the Cardiff and Vale of Glamorgan Pension Fund for the operation of the Local Government Pension Scheme.

Levels of performance for the Cardiff and Vale of Glamorgan Pension Fund

The Cardiff and Vale of Glamorgan Pension Fund will issue forms, newsletters, booklets, and such other materials as are necessary for the administration of the Scheme.

The Cardiff and Vale of Glamorgan Pension Fund will support employers in running the Local Government Pension Scheme by:

- providing representatives with information and assistance on the scheme and its administration.
- distributing regular technical information to the relevant representative(s).

By working co-operatively with employers, the Cardiff and Vale of Glamorgan Pension Fund aims to:

- pay the retirement grant (lump sum) into the member's bank account no later than 4 weeks after the member's date of retirement.
- accept the member contribution rate calculated by the employer.

The Cardiff and Vale of Glamorgan Pension Fund will produce benefit statements for members each year where the employer has submitted useable and accurate year-end financial data.

The Cardiff and Vale of Glamorgan Pension Fund will supply any information to employers necessary to ensure the effective operation of the Pension Fund.

The Cardiff and Vale of Glamorgan Pension Fund will work with employers to ensure that the retirement process is as efficient as possible for both the member and employer.

The Cardiff and Vale of Glamorgan Pension Fund is responsible for exercising the discretionary powers given to it by the regulations. The Cardiff and Vale of Glamorgan Pension Fund is also responsible for publishing its policy to its members in respect of the key discretions as required by the regulations.

The Cardiff and Vale of Glamorgan Pension Fund aims to provide a service to members that meet the requirements of the Occupational Pension Schemes (Disclosure of Information) Regulations 1996.

Under the GDPR Data Protection Act 2018, Cardiff and Vale of Glamorgan Pension Fund will protect from improper disclosure any information held about a member. Information held will be used by, or on behalf of Cardiff and Vale of Glamorgan Pension Fund Pension Fund for the operation of the Local Government Pension Scheme. Full details of our Data Protection Notice can be found on the Cardiff and Vale of Glamorgan Pension Website.

Payments by Employing Authorities to the Cardiff and Vale of Glamorgan Pension Fund

Employing authorities will make all payments required under the Local Government Pension Scheme, and any related legislation, promptly to the Cardiff and Vale of Glamorgan Pension Fund and/or its Additional Voluntary Contribution provider(s) as appropriate.

Payment Dates

For employing authorities that contribute on a monthly basis, contributions can be paid over at any time, but the latest date is the 19th of the month immediately following the month in which deductions were made. For example, contributions deducted in April must be received by the Cardiff and Vale of Glamorgan Pension Fund by 19th May at the latest. Where the 19th falls on a weekend or Bank Holiday, the due date becomes the last working day prior to the 19th.

Please note that the employer will pay additional voluntary contributions to the relevant AVC Provider within one week of them being deducted.

Late Payment

The employer is reported to The Pensions Regulator where contributions are received late in accordance with the regulators code of practice.

Payment Method

Contributions (but not Additional Voluntary Contributions) should be paid to the Cardiff and Vale of Glamorgan Pension Fund on a monthly basis.

Payments should be made by CHAPS or BACS and paid into our Natwest Bank Account.

Remittance Advices

The employer must submit an advice slip with their payment stating the month and the amount of the payment split between Employees' and the Employer's contributions.

Interest on late payments

In accordance with the LGPS Regulations, interest will be charged on any amount overdue from an employing authority by more than one month.

Interest will be calculated at 1% above base rate on a day-to-day basis from the due date to the date of payment and compounded with three-monthly rests.

Additional costs incurred as a result of Employing Authority's level of performance

Where additional costs have been incurred by the Cardiff and Vale of Glamorgan Pension Fund because of the employing authority's level of performance in carrying out its functions under the LGPS, the additional costs will be recovered from that employing authority.

The Cardiff and Vale of Glamorgan Pension Fund will give written notice to the employing authority stating:

- the reasons for the additional cost incurred
- that the employing authority should pay the additional costs incurred by that authority's level of performance
- the basis on which the specified amount is calculated
- the relevant provisions of the Pension Administration Strategy under which the additional costs have arisen

Any disagreement regarding the amount of additional cost being recovered will be decided by the Secretary of State who will have regard to:

- the provisions of the pension administration strategy that are relevant to the case
- the extent to which the Cardiff and Vale of Glamorgan Pension Fund and the employing authority have complied with those provisions in carrying out their functions under these Regulations.

Review of the Pension Administration Strategy

This Strategy will be kept under periodic review by the Administering Authority.

- The Cardiff and Vale of Glamorgan Pension Fund will constantly seek to improve communications between itself and employing authorities.
- Employers may make suggestions to improve the Pension Administration Strategy for consideration by the Cardiff and Vale of Glamorgan Pension Fund at any time. The Fund's Local Pension Board will also undertake an annual review of the Administration Strategy before the document is considered by the Pension Committee.
- The Cardiff and Vale of Glamorgan Pension Fund will revise the Pension Administration Strategy after consulting with employing authorities and any other persons considered appropriate following a material change in any policy covered in the strategy. The

strategy will be published on the Cardiff and Vale of Glamorgan Pension Fund website, and a copy will be issued to each Employing Authority and the Secretary of State.

- If the strategy is to be updated following review, each Employing Authority will be notified, as will the Secretary of State, and a revised version will be published on the Cardiff and Vale of Glamorgan Pension Fund website.
- Employers are welcome to discuss any aspect of the Pension Administration Strategy with the Cardiff and Vale of Glamorgan Pension Fund at any time. Employers are welcome to contact the Cardiff and Vale of Glamorgan Pension Fund at any time by using the contact details as provided overleaf.

Employer Contributions Rates and Administration Costs

- Employers' contribution rates are not fixed. Employers are required to pay whatever is necessary to ensure that the portion of the fund relating to their organisation is sufficient to meet its liabilities.
- The Cardiff and Vale of Glamorgan Pension Fund has an actuarial valuation undertaken every three years by the Fund's actuary. The actuary balances the funds' assets and liabilities in respect of each employer and assesses the appropriate contribution rate for each employer to be applied for the subsequent three-year period.
- The costs associated with the administration of the scheme are charged directly to the Cardiff and Vale of Glamorgan Pension Fund, and the actuary takes these costs into account in assessing the employers' contribution rates.
- If an employer wishes the Cardiff and Vale of Glamorgan Pension Fund to carry out work not attributable to administration, they will be charged directly for the cost of that work.

How to get in contact with us

If you have a question or would like some more information about The Cardiff and Vale of Glamorgan Pension Fund, please contact us.

By email: pensions@cardiff.gov.uk

By phone: [029 2087 2334](tel:02920872334)

Open Monday to Thursday from 8.30am to 5pm, and Friday 8.30am to 4.30pm

By Post: Pensions Team
Room 345
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

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