



**REPORT OF THE SERVICE DIRECTOR – HUMAN RESOURCES &  
CUSTOMER SERVICE**

**LOCAL GOVERNMENT PENSION SCHEME – ANNUAL BENEFIT  
STATEMENTS**

**1. Purpose of the Report**

- 1.1 The purpose of this report is to inform the Pensions Sub-Committee of the updated position relating to the preparation and distribution of annual benefit statements to members of the scheme.

**2. Information and Advice**

- 2.1 Members will be aware that a number of exceptional circumstances led to a delay in distribution of annual benefit statements relating to the 2014/15 year – notably the need to develop new systems to cater for the career average arrangements and changing data requirements which affected the ability of some employers to submit returns in accordance with the requested timescales.
- 2.2 This position was mirrored nationally across funds in England and Wales with the specific problems with regard to receiving timely, quality data from employers recognised by both the Local Government Association and the Pension Regulator.
- 2.3 Members will recall an action and communication plan was developed to support implementation, within which statements were scheduled for distribution in batches in November & December.
- 2.4 Distribution proceeded in accordance with the plan backed up by documented advice to members, payslip messaging, a dedicated helpline option and targeted communication to employers covering distribution and support. In excess of two-thirds of all statements where an employer submission has been received have now been distributed.
- 2.5 However, this leaves a proportion of member records subject to review and systems action, where the Pensions Office and the relevant employer are working in partnership to resolve outstanding member data queries. Therefore, a third distribution batch is now planned to take place towards the end of February to maximise circulation of statements before the end of this financial year.
- 2.6 The Pension Regulator has been informed of current distribution actions and our plan to achieve full employer compliance in 2015/16 with a view to implementing the Civica system portal as a means of distributing the statements for 2016/17.

2.7 Whilst the Pension Regulator is aware of the specific problems with regards to receiving appropriate data from employers, it is limited in its capacity to tackle the problem as its role does not include direct scope over employers. The Pension Regulator is however giving consideration to producing guidance on the expectation of employers which, if published, will be made available during Spring 2016. It is anticipated that such guidance will form part of our future communication strategy and will support our on-going message to employers on the importance of the submission of timely and accurate data.

### **3. Statutory and Policy Implications**

3.1 This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **4. Recommendation**

4.1 It is recommended that the Pensions Sub-Committee note the contents of the report.

## **MARJORIE TOWARD SERVICE DIRECTOR - CUSTOMERS & HR**

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### **Constitutional Comments (KK)**

Because this report is for noting only, no Constitutional Comments are required..

### **Financial Comments (SRC)**

There are no direct financial implications arising from this report.

### **Background Papers**

Pension Sub Committee - 5.11.2015: item 4.

### **Electoral Division(s) and Member(s) Affected**

All