

Oxfordshire Pension Fund Administration Strategy Statement

DRAFT

Version: March 2026

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1. Introduction

Oxfordshire County Council (the administering authority) as the scheme manager for the Oxfordshire Pension Fund (the 'Fund') has prepared this administration strategy ('the Strategy') in line with the Local Government Pension Scheme Regulations (LGPS) and the General Code of Practice issued by the Pension Regulator (TPR).

This strategy prepared within the statutory framework covers:

- the role of our scheme employers,
- the information which the Fund must provide,
- where the Fund can recover costs following unsatisfactory scheme employer performance, and
- where the fund may make additional charges for work carried out beyond the general requirements included in the employer contribution rate.

The Fund is updating the Strategy to align with standards established by the Pensions Regulator concerning data quality and the Pensions Dashboards Regulations 2022. The strategy has also been revised to adjust service level agreement timescales in order to prioritise pension payments and coincide with national key performance indicators, while still meeting statutory deadlines.

This document follows consultation with scheme employers and the Local Pension Board setting out a framework outlining the policies, statutory requirements and performance standards for the fund and fund employers, to achieve a cost-effective and high-quality pension administration service. These standards apply to all scheme employers.

This document will be reviewed every three years, or on receipt of any relevant changes, following consultation with Scheme Employers and Local Pension Board.

A copy of the Strategy will be circulated to all employers, available on the fund website and sent to the Secretary of State.

2. Legislative background

LGPS Regulations 2013

The Fund and Scheme Employers must have regard to this Strategy when carrying out their Scheme functions, and Regulation 59 sets out requirements to facilitate best practice and efficient customer service in respect of the following:

- The levels of performance which the administering authority and Scheme Employers are expected to achieve in carrying out their Scheme functions;
- Ensuring the Fund and Scheme Employers comply with statutory requirements in respect of those functions;
- Improving the communication between the administering authority and scheme employers of information relating to those functions.

The Strategy outlines a timetable for additional administration charges. Section 9, Regulation 4(5) of the LGPS (Management and Investment of Funds) Regulations 2016 permits funds to apply charges when extra administrative tasks associated with individual members or specific employers result in higher than normal costs.

The Strategy outlines the circumstances where the Fund will impose financial penalties. The Fund will give written notice to scheme employers in accordance with Regulation 70 for recovery of Fund costs and the Fund's 'escalation process'.

Levels of performance achieved, by both Fund and Scheme Employer, are reported as part of the Pension Administration Report at each Pension Fund Committee and Local Pension Board meeting and documented in the Fund's Annual Report and Accounts.

3. Purpose of this Strategy

The purpose of the Strategy is to ensure the Fund and scheme employers understand their respective roles and responsibilities under the LGPS Regulations to deliver the administrative functions.

These responsibilities include, but are not limited to:

- Operating the Fund in accordance with LGPS regulations, the Pensions Dashboards Regulations 2022 and TPR's General Code of Practice in demonstrating compliance and scheme governance.
- Implementing communication processes to enable both the Fund and Scheme Employers to proactively and responsively engage with each other and partners.
- Maintaining accurate records for calculating pension entitlements and scheme employer liabilities.
- Ensuring all information and data is communicated accurately, on a timely basis and is secure and compliant.
- Ensuring the Fund and Scheme Employers have appropriate skills, and that training is in place to deliver the required service.
- Setting and monitoring standards to comply with the relevant regulations.
- Developing of digital administrative services to promote and streamline processes and minimise service costs.

4. Constituent Documents of the Strategy

With the introduction of pension dashboards and regulations governing the dashboard programme, the supply and exchange of accurate and timely data is vitally important, to meet statutory requirements. In addition, the Fund must demonstrate heightened governance and administrative efficiency to comply with the Pensions Regulator's General Code of Practice.

The following documents support the Strategy in meeting the governance and administrative objectives:

Performance framework (see section 7)

- Incorporates service level agreements
- Outlines roles and responsibilities of the Fund, the Scheme Manager and Scheme Employers
- Development of new technologies to build effective working of the Fund and enables both the Fund and Scheme Employers to deliver continuous improvement and move to a higher standard of service

Scale of charges (see section 9)

- Sets out the charges for non-statutory and additional work and part of escalation policy following the failing performance.

Communications policy (see section 10)

- Ensures members have accessible and timely information on all aspects of their pension benefits and informs them of decisions in respect of entitlements
- Enables scheme employers to make effective decisions in the management of risks and liabilities, and encourage engagement in the wider pension debate
- Encourages engagement in the wider pension debate through regular meetings and training to support Scheme employers and continue to enhance staff knowledge and skills.

Escalation process (see section 11)

- Provides a clear guide to the process the Fund will adopt following a failure to resolve issues or to comply with legislation, from first reminders to invoicing for fines.

5. Development areas

The Fund's administration processes are undergoing further changes as we develop our online processes

Member online access

The Fund is actively promoting **My Oxfordshire Pension**, the secure on-line portal which allows members, (active, deferred or pensioner) to view pension records and scheme documents.

My Oxfordshire Pension is the default method of fund communication with members and improvement in customer service and information exchange. Changes due in the coming months are

- An updated version of the software
- Improved functionality to help members manage their pension online
- Increased security to keep personal information protected

Scheme Employers are asked to encourage their employees to register for this service.

6. Supporting information for employers

Scheme Employers **must** nominate a pension liaison contact who will be the primary contact for the Fund on pension issues. The Fund must be advised of any changes to the nominated personnel as they occur.

The Fund will:

- Send a monthly newsletter – Talking Pensions – to all nominated contacts.
- Hold twice yearly Scheme Employer meetings to discuss current pension issues.
- Hold quarterly administration training sessions for new Scheme Employers.
- Provide ad-hoc training / information sessions as requested.
- Maintain the pension website at www.oxfordshire.gov.uk/pensions for Scheme Employers, including links to national websites.

Scheme employers are encouraged to attend meetings and are welcome to put forward any suggestions for topics they would like to be discussed.

Find the full Communication Policy in Section 10.

Information for employers is also available online:

- at <https://www.oxfordshire.gov.uk/business/pensions/employer-toolkit>
- on the national website www.lgpsregs.org for:
- Detailed HR and Payroll guides
- Automatic enrolment guide

7. Performance framework

7A. Performance Standards - Scheme Employer

The following tables set out the Scheme Employers' Duties and Responsibilities:

Function/Task	Performance Target
Governance	
Designate a named individual to act as the main contact for any aspect of administering the LGPS.	Within 30 days of becoming a scheme employer or within one month of the change in officer role
Complete and return an "Employers Contact Form" detailing Authorised Signatories. Form available at: www.oxfordshire.gov.uk/employerforms check link	Within 30 days of becoming a scheme employer or within one month of the change in officer role
Confirm designated contact information for officers authorised to perform key policy decisions and administrative roles in the organisation	Within 30 days of becoming a scheme employer or within one month of the change in officer role
Appoint person for stage 1 of the Adjudication of Dispute process (AoD) and provide full up to date contact details to the Fund	Within 30 days of becoming a scheme employer or within one month of the change in officer role
Notify the Fund of the receipt of a complaint under the AoD process	Within 7 days of receiving the complaint
Notify the fund when the stage 1 decision has been issued	Within 7 days of making the determination
Appoint an Independent Registered Medical Practitioner (IRMP) qualified in Occupational Health Medicine or arrange to contract to a third party to consider all ill health retirement applications and agree appointment with the Scheme Manager. www.oxfordshire.gov.uk/employerforms To find an Independent Registered Medical Practitioner – contact https://alama.org.uk	Within 30 days of becoming a scheme employer or within one month of the change in officer role

Function/Task	Performance Target
Formulate, publish and keep under review policies in relation to all areas where the scheme employer may exercise discretion within the LGPS	A copy of the policy document must be sent to the Fund within 30 days of becoming a scheme employer or within one month of a change in policy.
Distribute any information the Fund provides for scheme members / potential scheme members	Within 30 days
Financial Administration	
Apply the correct contribution banding to all active scheme members, each April when the table of bandings is published.	Prepare policy within 30 days of becoming a scheme employer setting out how and when employee contribution rates will be adjusted and advise scheme members of the policy
Pay employer and employee contributions to the Fund by 19 th month following payroll	All payments to reconcile with monthly contribution return and monies cleared in bank by 19 th of month following deduction (earlier date when 19 th falls on weekend or bank holiday) The Pension Regulator may be notified of a breach if the above measurement is not met
Implement changes to employer contribution rates as instructed by the Fund at the date specified by the Fund Actuary	In line with the Rates and Adjustment Certificate / Contributions Report issued by the Fund's Actuary
Ensure and arrange for the correct deduction of employee contributions from a member's pensionable pay including any period of child related leave, trade dispute or other forms of leave of absence from duty	As per your payroll cycle
Manage the deduction of all additional contributions or amend such deductions, as appropriate	As required
To deduct AVC contributions in line with member request and make payment to the Fund's AVC provider	All payments must reconcile with the monthly contribution return sent to the Fund's AVC provider and

Function/Task	Performance Target
	contributions paid to the Fund's AVC provider no later than 19 th month following payroll (earlier date when 19 th falls on bank holiday or weekend).
Opt-outs – where scheme employer has refunded contributions due to an opt-out in first three months or, For an opt-out at any other time, scheme employers must send the opt-out form to the fund	By 19 th of the month following payroll
Remit additional fund payments in relation to early payment of benefits from flexible retirement, redundancy or business efficiency retirement or where a member retires early with employer's consent and a funding strain cost arises	As per invoice issued by the Fund
Remit recharge payments in respect of pension members e.g., Compensatory Added Years	As per schedule sent at start of year. We will send separate letters for any variation
Make payments in respect of FRS102 and IAS19 work carried out on behalf of Scheme employers by the Fund's Actuary and Investment Team	As per invoice issued by the Fund
Make payments in respect of all other work carried out on behalf of Scheme Employers by the Fund's Actuary and connected data quality assurance undertaken by the Fund's Administration Team	As per invoice issued by the Fund
Alternative Service Delivery Models / TUPE Transfer – New Employer	
Notify the Fund of any contracting out of services which will involve a TUPE transfer of staff to another organisation so that the Fund can provide information to assist in the decision	This must be in advance of any tender process
Notify Fund of lead decision making and operational officers in circumstances where a prospective new scheme employer or admitted body may request to join the Fund following re-organisation or TUPE transfer	At commencement of business review / ahead of any tender process

Function/Task	Performance Target
Work with Fund Officers to arrange for the admission agreement to be signed	A minimum of 30 days in advance of the date of the contract
Notify the Fund if the employer ceases to admit new scheme members or is considering terminating membership of the Fund	As soon as the decision is made
Notify the Fund of any changes to your contractor	As soon as you are aware of the change
Member Information / Data Quality and General Administration	
Provide information in the format specified on the i-connect monthly upload	By 19 th month following payroll
Maintain records of final pay details in line with 2007 Regulations definition of final pay	Information to be held for all scheme members.
Keep pay information to comply with any Regulation 10 decisions	To maintained for all members until after benefits have been brought into payment in line with prevailing data protection regulation
Provide new joiners / prospective members with information about LGPS; how contributions are assessed by employer, who to contact, in their organisation. www.lgpsmember.org/ www.oxfordshire.gov.uk/pensions	At date of appointment
Scheme employers are responsible for the completeness and accuracy of the data submitted to the Fund. Any queries will be referred back to the scheme employer	To fully answer all queries from the Fund within 10 working days Note: if answered in time given then timescales for queries may be shorter than 10 days.
Keep the Fund up to date with member events which may affect their pension entitlement such as child related leave, death or divorce	Within a reasonable timescale
Assumed Pensionable Pay - To provide Assumed Pensionable Pay in your monthly return and on leavers when a member is on reduced pay due to sick pay, maternity pay or unpaid leave	By 19 th month following payroll

Function/Task	Performance Target
Auto-enrolment – ensure that any staff who are not scheme members are auto-enrolled	Within statutory deadline

Function / Task	Performance Target
Changing payroll provider	<p>You must tell the Fund before this change takes place. The information you will need to provide is date of change; name and address of new provider – contact details including both telephone number and email address for the primary payroll contact.</p> <p>You must also make arrangement regarding the storage and access of previous payroll data to ensure that you, as scheme employer, are able to answer any future data queries</p>

7B. Performance Standards – Scheme Manager (Administering Authority)

The following table sets out the Scheme Manager’s Duties and Responsibilities:

Function/Task	Performance Target
Governance	
Regularly review the Funds’ Pension Administration Strategy and consult with all scheme employers	Review and revise following any material changes in policies relating to the strategy every 3 years
Review the Fund’s Funding Strategy Statement at each valuation, following consultation with scheme employers and the Fund’s Actuary	Publish by 31 March following the valuation date, or as required
Review the Fund’s Communication Policy	Annual review and publish within 30 days of any revision to the policy being agreed by the Pension Fund Committee

Function/Task	Performance Target
Review the Fund's Governance and Compliance Statement	Annual review and publish within 30 days of any revision to the policy being agreed by the Pension Fund Committee
Formulate and publish policies in relation to all areas where the Scheme manager may exercise a discretion within the scheme	Annual review and publish within 30 days of any revision to the policy being agreed by the Pension Fund Committee
Publish the fund's Annual Report & Accounts	By 30 September following the year end or following the issue of the Auditor's opinion
Notify the Scheme Employer of issues relating to the Scheme Employer's unsatisfactory performance	If no response to request for information received in days; second request marked "escalation" to be issued; if no response within 10 days third request issued and matter referred for fine / reporting to Pension Regulator
Financial Administration	
Consult with Scheme Employers on the outcome of the valuation	60 – 90 days in advance of signing the final Rates and Adjustment Certificate
Notify Scheme Employers of contribution requirements for 3 years effective from April following the actuarial valuation date	At least 30 days before signing final Rates and Adjustment Certificate
Notify new Scheme Employers of their contribution requirements	Within 60 days of receipt of data profile for submission to the Fund Actuary
Carry out termination valuations on admitted bodies / Scheme Employers ceasing participation in the Fund	Within 60 days of receipt of termination from exiting Scheme Employer
Notify Scheme Employer of decision to recover additional costs associated with the Scheme Employer's unsatisfactory performance	Within 10 working days of Scheme Employer failure to improve performance as agreed
Alternative Service Delivery Models / TUPE Transfer - New Employers	
Arrange for the setting up of separate admission agreement / new Scheme Employers including the allocation of assets and notification to the Secretary of State	Within 90 days of all necessary information being received

Function/Task	Performance Target
Arrange for all new prospective admitted bodies/ new Scheme Employers to undertake, to the satisfaction of the Fund, a risk assessment of the level of bond or guarantee required to protect other Scheme Employers participating in the Fund	This must be completed prior to the body being admitted. Timings predicated on timely submission of staff profile information for submission to the Fund Actuary
Undertake a review of the level of bond/guarantee to protect other Scheme Employers	Annual review or upon material change in a Scheme Employer's structure
Member Information/Data Quality and General Administration	
Provide support for Scheme Employers through a dedicated page on website; monthly newsletter; forums; biannual meetings; quarterly training sessions and ad hoc bulletins and alerts	Dates published in monthly newsletter
Organise quarterly training sessions on Scheme Employer's roles and responsibilities	Provide quarterly
Notify Scheme Employers and Scheme Members of changes to the scheme regulations	Within 60 days of a regulatory change
Produce Annual Benefit Statements (ABS) to active scheme members as of 31 st March and deferred scheme members as at PI date each year	By 31 August following end of year
Produce and issue Pension Saving Statements (PSS) to Scheme Members who have exceeded their annual allowance	By 6 October following end of year (subject to receipt of all relevant information from the Scheme Employer)
Provide active and deferred scheme members with value data if no annual benefit statement has been issued in last 13 months and no estimate provided in the last 12 months	Within 10 working days of the request
Provide value data to new scheme members	No later than when the first annual benefit statement is produced, or 12 months from the end of the first full year they have been in the scheme, whichever is soonest

Publish and keep up to date all forms required for completion by Scheme Employers or Scheme Members	Within 30 days of having all information of the revision
Issue and keep up to date links to web-based Scheme Employer guides	Within 30 days of any revision
Set up new scheme joiners and issue PPF	Within 40 working days of receipt of all information

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Function/Task	Performance Target
Process changes in Scheme Member's circumstances which may impact on pension benefits	Within 10 working days of receipt of all information
Process transfer in quotations	Within 20 working days of receipt of all information
Transfer notification of credited membership / accrued pension account to be notified to the Scheme Member	Within 15 working days of receipt of all information
Process transfers out quotations	Within 15 working days of receipt of all information
Process transfers out payments	Within 15 working days of receipt of all information
Determine necessary category in relation to aggregation/interfund cases and issue notification to member of service credit and accrued pension account	Within 40 working days of receipt of all information
Process divorce quotation	Within 20 working days of receipt of all information
Member Information/Data Quality and General Administration	
Notify the Scheme Employer of any Scheme Member's election to pay additional pension contributions (APC) including all information to enable deductions to be made	We ask members to return their application to their employer for assessment of any shared costs. We notify employer within 10 working days of receipt of all information
To administer scheme member applications to pay, amend or cease deductions of AVC. Ensure that a) the information is uploaded to the Fund via the i-connect return and b) to the Fund's AVC provider via their portal	A) By 19 th of month following payroll B) Within time frame specified by Fund's AVC provider
Process deferred benefits for payment	Within 40 working days of receipt of all information
Process refund of contributions	Within 10 working days of receipt of all information

Provide member estimate of benefits	Within 20 working days of receipt of all information
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Function/Task	Performance Target
Provide retirement options to Scheme Member	Within 20 working days of receipt of all information
Process payment of retirement benefits	Within 10 working days of receipt of all information
Acknowledgement of death	Within 5 working days
Process payment of death grant	Within 10 working days of receipt of all information
Notify dependents of benefits due	Within 10 working days of receipt of all information
Reply to general enquiries – Scheme Member	Within 10 working days of receipt of all information
Produce and send data queries to Scheme Employers	Within 30 days of receipt of all information
Provide bulk estimate data to Scheme Employers	As agreed at time of request

*All performance targets relating to payments exclude BACS processing period

8. How is Administration Performance Monitored?

- The Fund will work collaboratively with Scheme Employers towards
 - meeting the TPR's General Code of Practice,
 - complying with the regulations and
 - delivering quality benefits paid accurately and on time to Scheme Members.
- This cannot override the statutory responsibility all employers accept as Scheme Employers, who must ensure adequate resources to enable them to fulfil these duties.
- The performance indicators set out in this document are monitored internally and reported to the Pension Fund Committee and the Local Pension Board on a quarterly basis. Copies of these reports are available online at www.oxfordshire.gov.uk
- Both the Pension Fund Committee and the Local Pension Board, which has both Scheme Employer and Scheme Member representation, will scrutinise and challenge performance in meeting these standards.
- Scheme Employers can either contact an employer representative on the Local Pension Board or the Pension Services Manager should they wish to raise any comment regarding the Fund's performance as set out in this document.

9. Scale of Charges

Event	Charge levied
Late receipt of contributions – due on, or before 19 th month following payroll	£150 plus Interest at 1% above bank rate as per regulation 71
Late upload of i-Connect file – due on, or before 19 th of month following payroll	£150 per return plus £25 for every day after that deadline
Late submission of AVC information to the Fund’s AVC provider – due on, or before 19 th of month following payroll	£150 per return
Late payment of AVC contributions to the Fund’s AVC provider by 19 th month following payroll Note – Scheme employers will be responsible for any loss of contribution, profit or interest payable to a scheme member’s AVC account resulting from failure to provide information or make payment within the specified time frames.	£150 per return
Submission of an incorrect data return	£150 per return plus £75 per hour for the administrator time to correct
For data submissions including scheme members who have not received any pay during the last 12 months	£100 per scheme member with no earnings submitted.
Failure to reply to queries within 10 working days	£25 for every day no response is received after deadline
Failure to provide a copy of scheme employer discretions policy	£150 plus a further £75 for each occasion that the policy is requested, or chased by an administrator
Failure to provide scheme employer contact details	£150 plus a further £75 for each occasion that the information is requested, or chased by an administrator
Failure to notify the Fund of key changes, or events e.g., outsourcing or change of payroll provider	£250 plus a further £100 for each time the information is requested, or chased and not supplied

Note: Where scheme employers are submitting incorrect data the fund will, in the first instance, offer training to staff making those submissions rather than implementing a fine. However, continuing incorrect submissions will result in a fine being issued.

10. Communications Policy

The Communication Policy is reviewed annually. The version attached below is from June 2025. The current version is also available on the Fund website.

Introduction

1. This is the Communication Policy Statement of the Oxfordshire Local Government Pension Scheme Pension Fund ('the Fund'), established within the 1995 Regulations and now prepared under Regulation 61 of the Local Government Pension Scheme Regulations 2013 ('the regulations').

Purpose

2. This policy sets out the Oxfordshire Pension Fund's approach for its communications with members and Scheme Employers.
3. The policy applies, in the context of LGPS administration, to members as defined in Schedule 1 of the principal regulations and, in turn, by section 124(1) of the Pensions Act 1995 to include:
 - Active members
 - Deferred members, and
 - Pensioner members
 - Pensioner credit members
4. Scheme Employers, as defined within the regulations, including Teckal companies:
 - Statutory Scheduled Bodies such as the County and District Councils, Colleges of Further Education and Oxford Brookes University; Academies
 - Designating Bodies, including the Town and Parish Councils
 - Admission Bodies, where the Pension Fund Committee have granted scheme admission within the terms of Part 3 Schedule 2 of the Regulations
5. The regulations require the policy statement is prepared, written and published, and for these purposes publish means being accessible on the publicly available pensions website.

Aim

6. To assist all individual employers to fulfil their statutory role in the Oxfordshire Fund by providing regular current information and access to alternative resources
7. To ensure that members have access to scheme information, notice about proposed and actual changes and are aware of the process to lodge questions and appeals.
8. To enable the Scheme Manager / Administering Authority to discharge their respective responsibilities in accordance with the Local Government Pension Scheme Regulations 2013 (as amended); The Occupational and Personal Pension Schemes (Disclosure of Information Regulations 2013 (as amended) and The Pension Regulator Guidance.

Communication Policy

9. The LGPS is supported nationally by websites and guidance for both employers and scheme members. Our Fund communications will reference these national resources as well as material provided by the Fund's advisors.

10. Local communications, intended audience, publication media and frequency are explained in the annex to this policy, which should be read in conjunction with the Administration Strategy.
11. The Fund will aim to use national resources in a way which will avoid duplication with the Fund's own resources. Oxfordshire Pension Fund supports those national developments financially and by active engagement with the working group which concentrates on member communications. The Fund will continue to support collaboration and development of communication media with other administering authorities.
12. The Fund maintains a website which provides access to member guides, forms and information. The Fund requests that employers provide a copy of the member Brief Guide or the link to the website to all new employees on commencing employment, helping to ensure that scheme information is available within disclosure timetable to members and those eligible to join.
13. The Fund maintains a dedicated area of the website to provide resources and information for employers.
14. The Fund maintains a dedicated area of the website to provide resources and information about investments activity.
15. Member Self Service (My Oxfordshire Pension) using a secure online web portal hosted by Aquila Heywood, is available for the whole membership. Registered members can a) look at generic scheme information b) view personal correspondence such as letters and annual benefit statements c) run their own personalised calculations d) upload relevant documentation and e) keep their personal details up to date.
16. The Fund uses secure email, or My Oxfordshire Pension to communicate with members wherever possible, with paper letters only being sent on specific request or where no email address is available.
17. My Oxfordshire Pension is now integrated with most standard work processes.
18. Mailshots aimed at increasing take up of My Oxfordshire Pension across all membership groups are undertaken annually.
19. The Fund has not created a profile on any social media such as X (Twitter) or Facebook; no requests for such access have been received and there is currently no perceived benefit for these to be created. The Fund is looking to launch a LinkedIn page in the next 12 months with aims to boost visibility and reputation, connect with other funds and aid recruitment.
20. The fund informs members and Scheme Employers of material changes to the Scheme via the website, email alerts or the appropriate newsletter.
21. The Fund aims to produce communications which are factual, easy to understand and accessible.
22. The Fund strives for efficiency in delivering communications through better use of technology, whilst ensuring that the needs of all stakeholders are taken into account.
23. The Fund strives to continually improve member and employer engagement.

Review of the Policy

24. We will undertake annual reviews of the Communication Policy considering feedback invited at meetings, training, via the survey and through monthly newsletters.

Annex A

Fund Publications

	Available to:	Media	Frequency
Pension Fund Report & Accounts	Scheme employers Pension Fund Committee MHCLG Scheme members	Website Paper on request Email on request 'My Oxfordshire Pension'	Annual
Annual Benefit Statement	Scheme members	Paper on request 'My Oxfordshire Pension'	Annual
Newsletter – Members	Active Scheme members,	Website Paper on request Email (assisted by employers) 'My Oxfordshire Pension'	Quarterly
	Deferred	Website Paper on request 'My Oxfordshire Pension'	Annual
	Pensioner members	Website Paper on request 'My Oxfordshire Pension'	Annual to tie in with pensions increase notification
Newsletter - Employers	Scheme employers	Email	Monthly
P60	Pensioner members	Paper on request 'My Oxfordshire Pension'	Annual
Payslip	Pensioner members	Paper on request 'My Oxfordshire Pension'	Posted where variance is >£1 Monthly on 'My Oxfordshire Pension'
Guides for New Employers	Scheme employers	On line employer toolkit, includes essential guidance for new employers Paper on request Email on request	As required

Meetings and forums

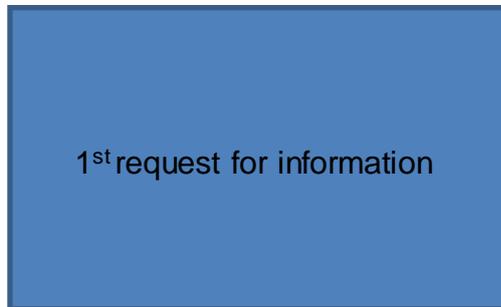
Meeting Type	Available to:	Purpose of meeting	Frequency
Employer Forum	Scheme employers	Review of topical issues in fund investment and scheme administration affecting fund employers and members benefits	Annual
Employer User Group	Scheme employers	Review administration, regulation changes, share experience with peer group	Twice yearly
Intro to LGPS Training	Scheme employers	Brief course to cover the statutory employer role and regular returns	4 per year or as required
Ad hoc training	Scheme employers	Cover specific subjects for either single employer or a group of employers	By appointment
Presentations	Scheme members Scheme employers		By appointment
Attendance at employer pre-retirement seminars or new member/employee inductions	Scheme members		By appointment
One to one meeting	Scheme members		By appointment

Other Services

<p>Telephone helpline to Pension Services (Low call rate) Pensioner payroll enquiry help line Employer helpline</p>
<p>Dedicated email addresses to Pension Services Member and employer enquiries Dedicated email address for employer monthly returns</p>
<p>'My Oxfordshire Pension' web portal dedicated telephone help line</p>
<p>Oxfordshire Pension Fund website (promoted in our publications above)</p>
<p>National websites (promoted in our publications above)</p>
<p>Customer service survey (sent to members at the end of transactions, quarterly)</p>
<p>Employer survey (sent annually)</p>

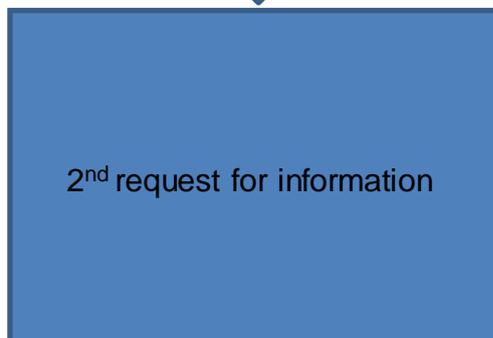
*"Scheme members" unless otherwise described includes prospective members, active members, deferred members, pensioners and members' representatives.

11. Escalation Process



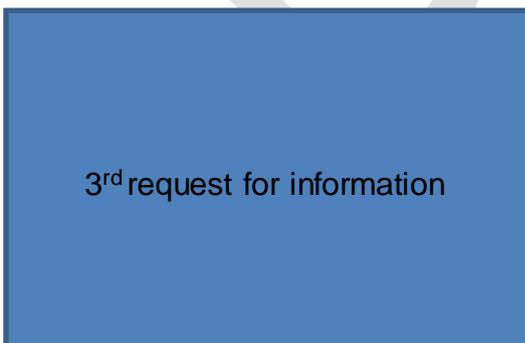
- E-mail to the Payroll Provider and copy in the Scheme Employer.
- Individuals' requests to be saved to member's Altair record.
- Bulk requests to be saved in employer e-mails folder. Please number accordingly.

5 Working Days



- Label this e-mail as '**Escalation**' in the subject line.
- Include a copy of the Administration Strategy.
- Individuals' chases to be saved to member's Altair record.
- Bulk chases to be saved in employer e-mails folder. Please number accordingly.

5 Working Days



- Label the e-mail as 'Escalation' in the subject line.
- Send to senior escalation point in ERM and copy to any previous contacts.
- For bulk requests also escalate to Senior Pensions Management.
- Raise Invoice.
- Do not stop chasing information.
- For individual chases, escalate to your line manager after 5 days.
- Include link to Administration Strategy.
- Individual chases to be saved to member's Altair record.
- Bulk chases to be saved in employer e-mails folder. Please number accordingly.
- Senior Management to take action on reporting a breach to the Pensions Regulator where required.