

Summary of Employer Engagement Session (February 2025)

Summarised point	Action to be taken
Smaller turn out today. Will maybe look into hybrid in future? Today is the last working day in County Hall. Meetings will hopefully be in new accommodation. Clwyd Pension Fund (CPF) aren't moving into Ty Dewi Sant. We are across the carpark in a privately rented accommodation. Waiting for contracts to be signed.	CPF to send email to employers to confirm new address
Sandra's last meeting. Retiring end of March. Ryan is taking over as the team leader for the retirements team.	
<p>Pension Dashboard. We as a Fund have to go live in October. Not sure when it will go live to members of the public. We have to onboard first and then it will go through a testing period. Other pension schemes are struggling so have been pushing their onboarding dates back. There will then be a big campaign to members of the public. Might increase member enquiries so we are preparing for that.</p> <p>We have signed up with a number of companies through our software provider to help us track member addresses. We are not making changes to member records until we make contact with them. We will write to the new addresses and await confirmation from the member.</p> <p>Concerns around increase in transfer requests and pensions scams. Governance will be strict but something to be mindful of.</p> <p>We have been telling members about the Pension Dashboard in our newsletters but keeping it vague for now until we know more.</p>	CPF to do member tracing exercises to track down new addresses.
<p>Pensions Awareness Week (PAW): September 2025. Historically, we haven't had resource to do much about it other than a plug to the PAW website. This year, CPF have the resource to put on eight webinars in collaboration with two other LGPS funds. Starting promotion in June/July.</p> <p>MY MONEY MATTERS (MMM) also puts on webinars. Need to be careful about the promotions so not to cause confusion.</p> <p>This is not replacing 121s. These are still available by appointment in person, phone or via Teams.</p> <p>CPF can also help with bespoke webinars as and when required. e.g. redundancy.</p>	<p>Employer help needed to raise awareness. Promote on pay slips, infonet, flyers. CPF will write out to employers with a more formal request later in the year.</p> <p>WCBC to share the promotional info they had last year from MMM with CPF.</p>

	Include info about unpaid leave in the webinars e.g. APC Lost
Eisteddfod based in Wrexham this year. CPF sharing a stand with Gwynedd PF.	
McCloud. Focusing on getting data uploaded for actives and deferreds so when we issue annual statements later this year, we will be compliant. We will then move on to pensioners and dependents and any recalculations required. Interest will apply to payments owed too. We might have to delay the deferred statements this year. They are usually sent in June but the template still hasn't been finalised yet. We will still be within the legal timeframe, as it's the end of August.	
Triennial Valuation. Stricter timeline on year end this year. Dave Bateman is the Fund accountant who has replaced Deb Fielder. Mat Grundy is our trainee accountant. You might receive emails from these new names about future employer contribution rates. Welsh audit have been asking employers and CPF more questions recently. Newer staff at Audit Wales who don't necessarily have the same background information might explain why this is.	
Annual Employer and Scheme Member Representatives Meeting (AESMR) will be face to face this year but we will offer Hybrid. The actuaries will be in attendance.	CPF to send save the dates out for 2025 AESMR.
At the 2024 AESMR meeting, an employer asked us to create a flyer they can include in their employment contracts for new members of staff to explain the onboarding process / MSS promotion. Other employers agreed they would find this useful. Some employers will be using an online onboarding system so would like a link.	CPF to create a flyer and include info about the vesting period. Wrexham Uni to send CPF their new starter email.
Opt Outs and Expression of Wish. Recently had a case where member was paying contributions and then opted out. He has since passed away and the death benefits are massively reduced compared to that of an active member. Some employers make members aware of 50:50 already when a member asks about opting out. The Government are trying to record data on optants out. They want employers to tell the Fund about the optants outs they refund within 3 months that we don't currently know about. Changes to auto enrolment on casuals might increase opt outs. CPF currently include death grant nominations on statements. Trying to push it so people see it and update it if required. CPF have ultimate discretion on the death grant. If members nomination is contested, goes to a panel for review.	CPF to increase awareness about 50:50. CPF to develop a letter for employers to send to members who ask about opting out. CPF to promote death grants in PAW 2025. CPF to create flyer for pensions housekeeping outside of PAW 2025.
PRUDENTIAL. We have had a request from them asking for information to be sent through correctly as some employers are not following the new process.	https://www.mandg.com/pru/workplace-pensions/employers/guid

	<p>e-to-administering-your-payroll</p> <p>Employers should view the above link to make sure they are compliant with Prudential's request.</p>
<p>Pension Regulator. They have rewritten their code. There is a lot more in terms of internal controls within this code. CPF are required to have a list for procedural notes for all processes. There is also a list of policies required.</p> <p>One policy, the new data quality policy, we have to send the out for consultation. Going to committee on 19th of March before sending to employers. Policy is pulling all our process checks into one policy. Shouldn't be anything members aren't already aware of.</p>	
<p>Formally introduced the internal employer escalation policy. This has come off the back of Audit. It was mentioned in CPF pensions admin strategy, but CPF didn't really have a formal escalation process. We tweaked it recently to make sure it was accurate. Audit wanted to see the stages we escalate certain failures. Three stages to the formal escalation process. This is all internal and if CPF think you are in breach, CPF would always contact you before going external to the Pensions Regulator.</p> <p>Some employers feel the emails are a little harsh, and expectations are unreasonable. However, now they understand it is an internal process they feel better about it.</p> <p>CPF will be monitored on the overrides put in place for escalations that are not followed up.</p>	
<p>CPF have removed the employer compliance statement from the pensions administration strategy. This meeting reminded employers of their responsibilities.</p>	<p>CPF to include Comms teams new training manual with these notes.</p>
<p>Absences (unpaid leave)</p>	<p>Employers to make sure they are reporting them and offering APC Lost if this applies.</p>

Appendix

	Area of Compliance
1	Employee pension contributions have been deducted from the correct elements of pay, as defined in the 2013 Regulations, and at the correct percentage applied in accordance with the employee contribution banding table for the scheme year
2	Employer pension contributions have been deducted and paid in accordance with the rates in the actuary's valuation report which is relevant for the scheme year
3	The correct full employer contributions have been paid for authorised absences including sickness absence i.e. calculated on the actual pensionable pay prior to any reduction due to absence (known as assumed pensionable pay)
4	<p>The correct LGPSMAIN and LGPS 50:50 CARE pay is being included in your Year End/March file including:</p> <ul style="list-style-type: none"> • in the case of a member on reduced pay for sickness or child related absence, or no pay for sickness absence, you are providing the pensionable pay including the Assumed Pensionable Pay (APP) and/or leavers form (if applicable) • additional pay for non-contractual overtime is being treated as pensionable
5	<p>A separate pensionable remuneration figure (full time equivalent), as defined in the 2008 Regulations, is being provided for the scheme year for all employees</p> <p>Additional pay for non-contractual overtime is excluded from the Full Time Equivalent pay figure as defined in the 2008 Regulations</p>
6	A procedure is in place for notifying employees of their right to pay Additional Pension Contributions for authorised/child related absence
7	The Clwyd Pension Fund has been notified of and been sent all required forms in relation to all employees who have joined or left the Clwyd Pension Fund, including members joining the 50:50 section and re-joining the main section, and members who have opted out of the scheme
8	The contributions paid to the Fund and AVC provider during this scheme year match the totals on the year end file / March I-Connect file. In the instance that information does not balance, a clear explanation has been given