



Lisa O'Sullivan <town.clerk@haslemeretc.org>

Consultation on Proposed Changes to the Pension Administration Strategy

3 messages

Helen Chapelhow <Helen.Chapelhow@surreycc.gov.uk>

15 September 2025 at 16:30

Dear Employer,

I am writing to inform you of a formal consultation regarding proposed changes to the [Surrey Pension Fund's Administration Strategy](#). This consultation will run from 15 September 2025 to 25 October 2025.

The Administration Strategy was last reviewed in 2024, with only minor updates. However, following significant investment in improving data collection processes, particularly through the implementation of the i-Connect module in Altair, we are now proposing more substantial changes to better support scheme employers in meeting their responsibilities.

Importantly, the strategy includes a grace period until December 2026, during which no charges will be applied. Instead, the Pension Team will work with employers to resolve issues and support compliance.

Key proposed changes include:

- Transitioning from annual returns to monthly data collection.
- Setting an expected standard for data submission on or before pay day, with an absolute deadline of the 7th of the month following payroll.
- Establishing an expected contribution payment date of the 10th of the month following payroll.
- Updating the charging structure to allow for straightforward charges for persistent non-compliance.
- Removing outdated charges and aligning with current prevailing rates for the Fund.

The draft strategy also includes a provision that no charges will be implemented during the first year of operation (until December 2026). Instead, we will work collaboratively with employers to identify and resolve any issues proactively.

Have your say

We welcome your feedback on these proposed changes. Please send your responses by email to:

Jim Woodlingfield

Deputy Head of Service Delivery – Benefits Administration

Jim.Woodlingfield@Surreycc.gov.uk

Your input is valuable and will help shape the final strategy, which will be presented to the Local Pension Board on 14 November 2025, and to the Pension Fund Committee on 15 December 2025.

Kind regards,

Helen Chapelhow (she/her)
Lead Customer Engagement Officer

helen.chapelhow@surreycc.gov.uk

Surrey Pension Team,
PO Box 465, Reigate, RH2 2HA



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Lisa O'Sullivan <town.clerk@haslemeretc.org>
To: Pippa Auger <deputy.clerk@haslemeretc.org>

16 September 2025 at 09:23

I guess we need to look at this???

Kind Regards,

Lisa
[Quoted text hidden]

Pippa Auger <deputy.clerk@haslemeretc.org>
To: Lisa O'Sullivan <town.clerk@haslemeretc.org>

17 September 2025 at 14:06

Yes, just you and me or is it a Council thing?

If you and I, I've sent you a calendar invite for 13 October. F&G is on 21 October and the deadline to respond is 25 October.
My responses in red to the key proposed changes.

Key proposed changes include:

- Transitioning from annual returns to monthly data collection. **We do anyway**
- Setting an expected standard for data submission on or before pay day, with an absolute deadline of the 7th of the month following payroll. **I do the week/week after we get paid. Absolute deadline is fine**
- Establishing an expected contribution payment date of the 10th of the month following payroll. **I do the week/week after we get paid with the payment being set up that Friday. Absolute deadline is fine**

- Updating the charging structure to allow for straightforward charges for persistent non-compliance. **Not us**
- Removing outdated charges and aligning with current prevailing rates for the Fund. **?**

I've put something in our diary for when I get back so you can forget about it.

Kind regards

Pippa

Pippa Auger

Deputy Town Clerk

Haslemere Town Council

Please note my working days are Monday, Wednesday, Thursday and Friday

Office opening hours Monday, Wednesday & Friday 10am-3pm

Telephone: 01428 654305

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Deputy Mayor 2025-2026: Cllr Jacquie Keen

Mayor's Charities 2025-2026: Friends of RSCH Cancer & Innovation Centre | 1st Hindhead Scout Group

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Waverley Borough Council (Household and garden waste collections and recycling, council housing, leisure centres, off street parking / car parks etc).

10/10/2025, 11:33

Haslemere Town Council Mail - Consultation on Proposed Changes to the Pension Administration Strategy

01483 523333

01483 523200 (emergencies – out of hours)

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