

# Change of Payroll provider

## Employer Factsheet

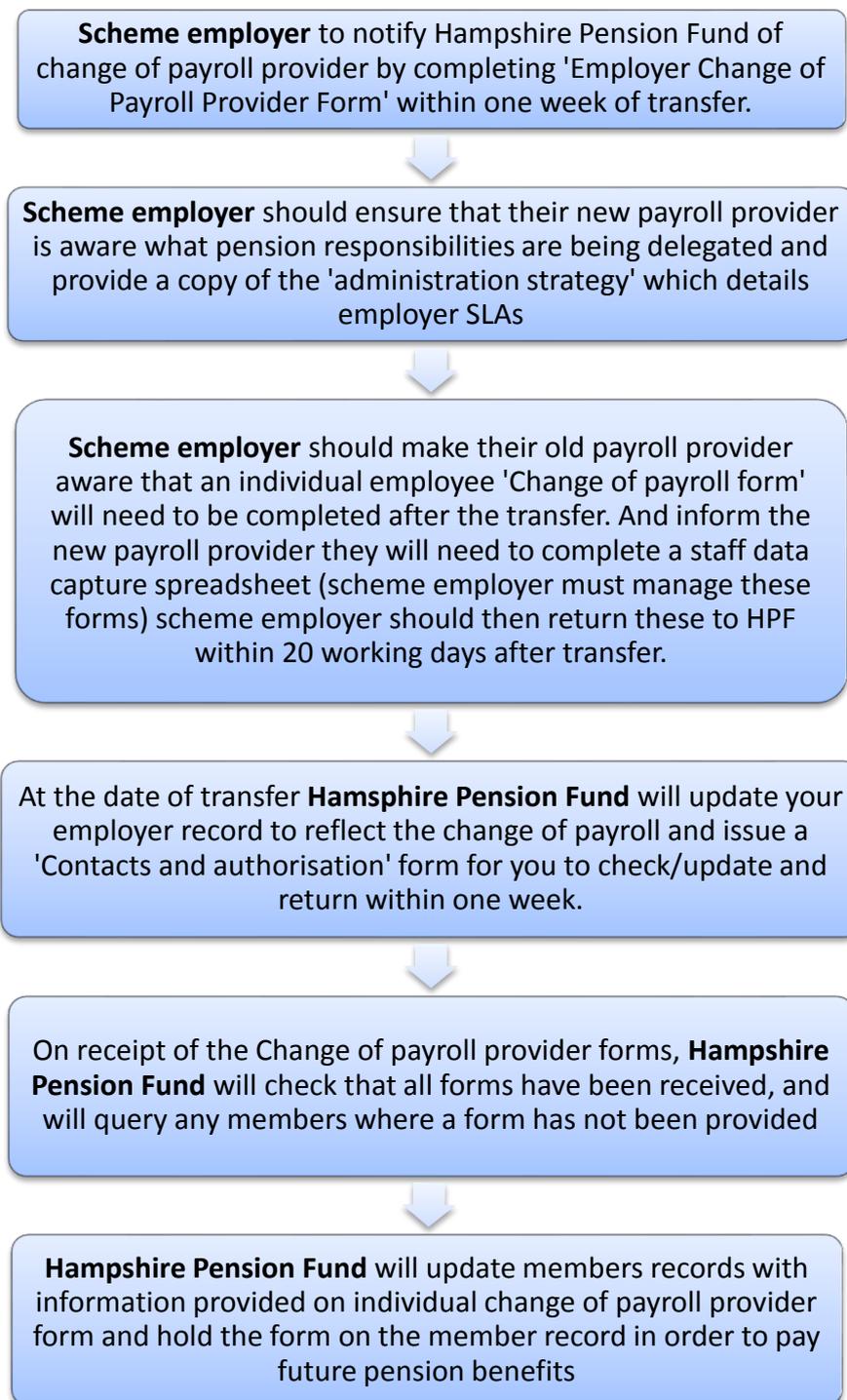
Hampshire Pension Fund  
administered by



Hampshire  
County Council

From time to time an employer may outsource their payroll and/or change their provider. To ensure that members of the LGPS are unaffected by this change and protect employee data, scheme employers must inform the Hampshire Pension Fund as soon as possible of any pending change.

There are a number of steps that need to be completed to ensure a smooth transition from an LGPS perspective. These are detailed in the flowchart below:



**Note** – if change of payroll happens on a date other than 1 April, a part year end of year will be requested and should be provided to Hampshire Pension Fund within 20 working days of transfer date

## **Questions and Answers**

### **Who is responsible for completing the change of payroll provider forms?**

This is the responsibility of the Scheme Employer, although they may ask their old and new employer to complete the change of payroll forms and data capture spreadsheet on their behalf.

### **Why do you request for a change of payroll provider form for each member?**

When a member leaves we require complete pay, service and membership history in order to finalise and pay pension benefits when they become due. Experience has shown that when a scheme employer changes payroll, their new payroll provider does not hold the past data in order to provide full history. We therefore request this information at the point of change. We ask the new payroll provider to complete a staff data capture at the point of transfer and ensure that the correct number of LGPS memberships has transferred.

### **Is it possible to provide this information on a spreadsheet?**

The second part of the process, confirming information with the new payroll provider is a spreadsheet (same format as bulk starter spreadsheet) but due to the nature and detail of the information required from the old payroll provider (such as service), individual forms must be completed.

### **Do we have to complete more than one employee change of payroll form if an employee has more than one role or can all the information be included on one form?**

We require an employee change of payroll form for every member and every role that they have in the LGPS as your employee. This is because they should have a separate pension account for each of these roles.

### **Who is responsible for ensuring that the new payroll provider understands the pension administration roles that have been delegated to them and required SLAs?**

The responsibility for scheme employer pension administration always rests with the scheme employer. A scheme employer may delegate some of these functions; however they should ensure that there are processes in place to ensure compliance. It is important for a scheme employer to ensure any new payroll provider taking on pension administration functions understands the requirements and SLAs as set out in the Hampshire Pension Fund [Administration Strategy](#).