

Pension Bulletin No. 25

Your LGSS Pension Service Contacts

Key Points:

- A number of changes have been made to the staffing structure at the LGSS Pensions Service. This bulletin details those changes and introduces the staff that you should contact with any queries.
- The main office for the LGSS Pensions Service is now based at John Dryden House in Northampton. However Cambridge will keep a satellite office of 8 staff.
- The main contact email addresses have also changed. Your first point of contact for all general communication should now be Penemployers@northamptonshire.gov.uk and monthly contribution reports should be sent to Pencontributions@northamptonshire.gov.uk
- The contact details on all our documents are being updated to reflect these changes.

Further Details:

Following the creation of LGSS through the merger of the back office functions of Cambridgeshire and Northamptonshire County Councils, the LGSS Pensions Service now acts as the Administering Authority for both the Cambridgeshire and Northamptonshire Local Government Pension Funds.

As detailed at the Employers Forums held in March 2013, it has been agreed that by the 31st March 2014 the LGSS Pension Service's main office will be located at John Dryden House in Northamptonshire. However the majority of staff transferring from Cambridge have already made the move, including your Employer Liaison Team.

We will however be keeping a satellite office in Cambridge of 8 employees. Both offices will deal with work from both Pension Funds.

The move to have one main office is part of the LGSS drive to create Centres of Excellence, allowing us to work more closely with other services, therefore cutting costs, but maintaining an excellent service to our stakeholders.

We have also taken this opportunity to make changes to some of our teams to ensure we can deliver the best possible service to our stakeholders therefore some of your contacts at the LGSS Pensions Service will have changed.

Who do I contact at the LGSS Pensions Service?

The Employer Liaison Team

Mark Whitby - Employer Services and Systems Manager - Mark has spent over 18 years in local government pension administration, becoming responsible for a variety of functions over time. Mark is now responsible for the Employer Liaison and systems teams.



Beth Sargent – Employer Liaison Officer - Beth has worked for the Cambridgeshire Pension Fund for over 11 years. Beth was previously part of the Employer Liaison team but has been the Acting Communications Manager for the last 18 months and is now re-joining the Employer Liaison team.



Cory Blose - Employer Liaison Officer - Cory has recently joined the Employer Liaison team after 5 years as the Teachers' Pensions Officer during which time he looked after Teachers' Pensions matters for 246 Cambridgeshire schools.



Mark McAuliffe - Pensions Officer (Employers) - Mark has over 20 years pensions experience, working in both in-house and consultancy pension departments and joined the Cambridgeshire Pension Fund in 2007.



Michelle Oakensen - Pensions Officer (Employers) - Michelle has worked in Local Government Pensions since 2004 with experience in communications and project work and has recently moved into the Employer Liaison Team.



Head of LGSS Pensions

Steve Dainty - Steve has worked in Local Government at Northamptonshire County Council for over 40 years, with 15 of those working with the Local Government Pension Scheme and was appointed as Head of Pensions for LGSS in 2011.

Member Casework and Business Development

Akhtar Pepper - Akhtar joined us in 2010 with a background in business management and consultancy. She is currently overseeing the transition of the 'Operations and Technical' teams whilst also furthering our service development.

Regulations Team

Gary McLellan - Principal Regulations Officer (Technical) - Gary has 33 years experience in LGPS administration and provides the necessary support and guidance to the LGSS Pensions Service to ensure we comply with the variety of legislation under which the LGPS operates.

Clive Dove - Principal Regulations Officer (Casework) - Clive has 31 years experience in LGPS administration and provides the necessary support and guidance to the LGSS Pensions Service Casework teams regarding operational issues and historical regulations affecting current casework.

How do these changes affect me?

It is anticipated that these changes will improve the service provided to our stakeholders. This will result in a single, more versatile and efficient employers team; creating more consistency in the service delivered to all employers as well as reduced costs through economies of scale.

We are aware that some employers may have concerns that, by being located in Northampton, the team may be less able to respond to their needs. We would like to assure you that this is not the case and that the team will, where necessary, still be available to support and visit all employers in both funds.

How do I contact the LGSS Pensions Service?

Team	Contacts	Phone	Email Address	Postal Address
Employers Team	General Contact	01604 366537	penemployers@northamptonshire.gov.uk	LGSS Pensions Service Northamptonshire County Council John Dryden House 8-10 The Lakes Northampton NN4 7YD
	Mark Whitby	01604 368502	MWhitby@northamptonshire.gov.uk	
	Beth Sargent	01604 363418	BeSargent@northamptonshire.gov.uk	
	Cory Blose	01223 699660	cory.blose@cambridgeshire.gov.uk	
	Mark McAuliffe	01604 363415	MMcAuliffe@northamptonshire.gov.uk	
	Michelle Oakensen	01604 366535	MOakensen@northamptonshire.gov.uk	
Contributions & Accounting	Sue Driscoll Katherine Smith John Hopwood Jo Walton	01604 366537	pencontributions@northamptonshire.gov.uk	
Investments	Tolu Osekita Emma Bland	01604 366537	peninvestments@northamptonshire.gov.uk	
Business Management and Communications Manager	Akhtar Pepper	01604 367493	APepper@northamptonshire.gov.uk	
Head of LGSS Pensions	Steve Dainty	01604 366636	SDainty@northamptonshire.gov.uk	
Member Queries	General Contact	01604 366537	Pensions@northamptonshire.gov.uk	