

## Pensions Administration Strategy - Service level agreement

### Employer Functions

The following functions have been designated Employer functions. This means that they are outside the responsibilities of the administrating authority. LPFA is however willing to provide these services for a fee the amount of which is set out in Annex 1

Task	Description
Redundancy and Severance	Calculation and payment of redundancy and/or severance payments
Injury payments	Calculation and payment of injury payments
FRS 17	Provision of data required for FRS17 calculations
Cessation and interim valuation data	Provision of data required for interim and/or cessation valuations
Payment of compensation pensions	Payment of non LGPS pensions either alongside or separate to LGPS benefits
Misc non LGPS	Any requests for advice or work which are outside of the requirements of an administrating authority as defined by the LGPS regulations.
Admission Agreements	Setting up and amendment of admission agreements
3 <sup>rd</sup> Party activity	Recharges will apply to any work for which a third party is required e.g. lawyer or actuary, and the cost will be incurred by the employer.

## Administrating Authority Functions

The following functions have been designated administrating authority functions since they relate directly to the core purpose of administering the scheme.

These will be provided as standard and met by that element of the employers contribution rate include for administration costs, however there may be limitations attached – in terms of the number or scope of the task in order to best match resource to demand and ensure equality of access to the service for all employers. Any requests beyond the limitation shown may be subject to the fees in force at the time.

Also shown are the timescales we will complete the task within (from receipt of all information) and the on time target for each task.

Case Type/Task	Limitation	Timescale (working days)	Target (% within timescale)
Admissions	No	10	95%
Transfers In	No	10	95%
Transfer Out	No	15	95%
Estimates (employee)	No	10	95%
Retirements	No	5	95%
Deferred Benefits	No	10	95%
Refunds	No	10	95%
Deaths	No	5	95%
Correspondence	No	5	95%
Estimates - employer	Yes – 20 per 100 active members per annum – requests above the limit chargeable	5	95%
Contribution return validation and posting	No	35	95%
PR update	No	20	95%
Queries to employer	No	15	95%

<b>Case Type/Task</b>	<b>Limitation</b>	<b>Timescale (working days)</b>	<b>Target (% within timescale)</b>
Contribution reconciliation	No	20	95%
Contribution refunds to employer	No	5	95%
On-site visits and seminars requested by employer	Yes – all chargeable	Organised within 1 month of request	100%
All employer forums/seminars	Yes - Limited to 2 each year others chargeable if requested by employers	Organised within 1 month of request	100%
Requests for legislative advice	Yes – limited to monthly updates via email and annual forum plus a reasonable amount of hours per employer per annum. Hours in excess would be chargeable	10	100%
Requests for technical website advice	Yes – limited to 10 support calls per annum. Any other support calls or assistance in the running of files will be chargeable	10	100%

## **Employer Responsibilities:**

Under this SLA employers will be responsible for the following functions/tasks to be performed/supplied in the manner and timescale set out below. Full details of employer responsibilities and procedures can be found in the Employer Guide <http://www.lpfa.org.uk/employers/guide.aspx>. A Brief Employer Guide has also been prepared to provide a quick reference or guidance point for administrators.

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| <b>Payments of monies due</b>                          | - Monthly contributions (LG221) – on time, correct amount and online LG221 submitted (and authorised)<br>Payroll Recharge – on time, correct amount<br>Capital Sums – on time, correct amount<br>Single payments of contributions |
| <b>End of year error rates</b>                         | - Less than 10% record error rate at year end<br>Respond to errors within 3 months of notification by LPFA  |
| <b>Response to other queries raised</b> (e.g. by team) | - 10 day turnaround   |
| <b>On-line access</b>                                  | - Use of online forms or interfaces from 1 <sup>st</sup> April for all relevant tasks   |
| <b>Data match</b>                                      | - Submission of data match files every month/quarter dependent on size of employer  |
| <b>Submission of joiners/leavers</b>                   | - Notification of joiners within 10 days of joining scheme<br>Notification of leavers within 10 days of leaving scheme<br>Notification of retirement 20 days prior to last day of service   |
| <b>Notification of other changes during employment</b> | - Relevant changes e.g. change of hours, maternity leave notification online within 1 month of event  |
| <b>Up to date discretions policies in place</b>        | - Discretionary policies to be in place and up to date  |
| <b>Customer Relationship Management (CRM) contacts</b> | - LPFA notified of contact change or new contact within 1 month of alteration via the online form (which is currently under development)  |

## Annex 1

LPFA Staffing charges for work over and above the responsibilities of the administering authorities.

<b>Staffing level</b>	<b>charge per day</b>	<b>charge per hour</b>
Admin staff	£275	£40
Asst Manager	£420	£60
Specialist	£420	£60
Manager	£530	£75
Senior Manager	£680	£100
Director	£1,150	£165