

Standard of expected service between the Administering Authority and the Employers

Who ¹	Administration Description	Performance standard ²
New Starters, Transfers In & Leavers		
E	New starter: To supply information on the LGPS in the starter communication to the new employee.	Within 20 working days of the new employee's first day of employment.
E	New scheme member: Employer ³ to send to S&K PAT the details of the new member in the required format as agreed with S&K PAT.	Within 30 working days after the scheme membership start date.
S&K	New scheme member: Create a new pensions record using the completed notification from the Employer (above).	Within 20 working days from the date of notification.
S&K	Transfer in quote: S&K PAT to request a transfer details from the new member's previous scheme ⁴ .	Within 15 working days from receipt of request for quote.
S&K	Transfer in quote: Calculate and provide quotation to member ⁵ .	Within 15 working days from receipt of all information.
S&K	Transfer in: Request payment of transfer value.	Within 10 working days of receipt of all information.
S&K	Transfer In: Credit member record (having been informed that payment has been made) with membership due from transfer of previous pension benefits.	Within 15 working days of receipt of payment from previous pension scheme.
S&K	Transfer In: Notification of service purchased by an incoming transfer to be provided to the scheme new member.	Within 30 working days of receipt of the all the required information.
S&K	Leaver: Provision of options for leaver.	Within 3 months of receiving correct leaver notification from scheme employer.

¹ E represents Employer

S&K represents pensions administration team

² All performance standards represent timescales once all required information is received from the relevant party.

³ If a third party payroll provider is supplying starter information, the employer is responsible for satisfying themselves that the information is being supplied in the correct format agreed with the pension team.

⁴ Requests to transfer in previous service must be made by the member within 12 months of joining the current scheme.

⁵ A transfer value is guaranteed for 3 months (GAD Transfer Value Guidance, 8 April 2016)

Existing Members & Schemes (Transfer & IFA in, refunds)		
S&K	Member record changes: Changes to data which materially affect actual or potential benefit calculations to be processed.	Within 10 working days of receipt of all necessary information, whichever is later.
S&K	Transfers in: Member to be notified.	Within 30 working days of receipt of all necessary information.
S&K	Transfers out: Provision of details of transfer value available to member. Includes Cash Equivalent Transfer Value (CETV) for divorce quotes.	Within 15 working days from receipt of request for quote.
S&K	Transfers out: Payment of transfer value to nominated recipient.	Within 10 working days of receipt of information.
S&K	Divorce Proceedings⁶ Earmarking or divorce sharing order received.	Within 20 working days from receipt of all required information.
S&K	Interfund Adjustments (IFA) in: Obtain previous service details.	Within 15 working days from receipt of all required information.
S&K	Interfund Adjustments (IFA) in⁷: If combining service, request payment of interfund value.	Within 10 working days from receipt of information.
S&K	Interfund Adjustments (IFA) in: Establish benefits and update system.	Final interfund calc - 15 working days (& have been informed that the payment has been made).
S&K	Refund quote & refunds of contributions: to be calculated and paid where due under the Regulations.	Within 20 working days of receipt of all necessary information following the elapse of any period before which the contributions can be refunded.

⁶ LGPS regulations 2013 state that the statutory timescale to 4 months to implement a Pension Sharing Order (and actually discharge the scheme's liability) is 4 months following receipt of all relevant information/documents e.g. Decree Absolute.

⁷ payment needs to be made within 3 months of the election date.

S&K	Additional Voluntary Contributions: Establishment of AVC record on database and notification sent to payroll provider.	Within 10 working days of receipt of all information.
S&K	Deferment: Provide a statement of deferred benefits	20 working days from receipt of all information.
Death		
S&K	Upon receipt of a death notification: from an Employer of a pensioner; arrangements put in place for pension payments to cease.	Within 5 working days of receipt of all information.
S&K	Upon receipt of a death notification: from an Employer of a pensioner, calculations of benefits sent to next of kin or other relevant party.	Within 10 working days of receipt of notification of a death.
	Setting up of any dependents pension.	Within 10 working days of receipt of all necessary information.
S&K	Payment of death benefits⁸: including setting up of any dependents pension.	Within 10 working days of receipt of all necessary information.
Retirements		
E	Employer to send S&K PAT retirement notification.	At least 30 days before their final day of employment.
S&K	S&K PAT to produce retirement estimate (where possible employers are expected to produce retirement quotes themselves via Employer Self Serve).	Within 10 working days.
S&K	Finalisation of retirement, issue of lump sum & notification of benefits.	Within 10 working days.
S&K	Send benefit options to member together with relevant forms required for payment of retirement benefits.	Within 20 working days of receiving notification from the Employer.
S&K	Arrangement of payment of pension.	To join the next available pay run (subject to cut off dates).

⁸ Same timescales apply for death of dependant pensioner/spouse

Monthly Contributions		
E	Employer to send funds and schedule of deductions from salary to either LBS or RBK pension fund.	By the 19th day of the month following the month in which contributions were deducted, or the working day immediately prior to this if 19th falls on a weekend or bank holiday.
Annual Returns		
E	To provide the S&K PAT with year-end information to 31 March each year in the required format.	By the 7th of May or the working day immediately prior to this if 7th May falls on a weekend or bank holiday.
Pensioners		
S&K	Every pensioner to receive a monthly pension advice payslip in the months of March and April from Councils' Payroll Services. A hard copy payslip will be generated only where the net pension alters by £5 or more from the previous month.	March & April.
S&K	Returned pension payment: Undertake relevant investigation for returned payments and update iTrent (payroll) & UPM.	Complete suspension & write to pensioner within 10 working days.
Contact with S&K PAT		
S&K	Answer all phone calls from members and Employers.	9am to 5pm.
S&K	Respond to all email communications from members and Employers.	Within 10 working days.
S&K	All complaints to be dealt with within LBS corporate complaint procedure and Internal Dispute Management Procedure.	Stage 1 complaint acknowledged and responded to within 20 working days.