

OXFORDSHIRE COUNTY COUNCIL
OXFORDSHIRE CUSTOMER SERVICES
SERVICE LEVEL AGREEMENT
Pensions Services

SLA Period Covered: 1 April 2014 – 31 March 2015

Signatures

Customer:

Scheme Employers

Service Provider:

Team Manager:

Sally Fox

Service Manager:

Sean Collins

Deputy Director:

Graham Shaw

Review Date: April 2014

Purpose of the Pensions Services

To provide benefit administration services to scheme employers and their staff in accordance with the regulations of the Local Government Pension Scheme (LGPS) and / or the Fire Fighters Pension Schemes, Teachers Pensions Administration.

Oxfordshire Customer Services

Oxfordshire Customer Services provides high quality Financial, ICT and HR services and support for all Council directorates, our staff, partner organisations, contractors and individual members of the community, achieved as a direct result of staff competency, technology and its commitment to customer service as illustrated in our customer charter, quality and continuous improvement.

KPI 1: SERVICE QUALITY - Improvement in 'right first time' service	Target 2014 - 2015	KPI 3: SERVICE CYCLE TIME - Reduction in process cycle time (responsiveness of team)	Target 2014 - 2015
% of customers where the information provided was clear and addressed queries to their satisfaction.	90%	Transfer in of previous pensions (timeliness) – within 10 working days	97%
		Payment of retirement grants (timeliness) – within 10 working days	97%
		Provision of estimates to employers (timeliness) – within 10 working days	97%
		Payment of death grants (timeliness) – within 10 working days	97%
		Divorce PSO – within 20 working days	97%
		KPI 4: CUSTOMER SATISFACTION	Target 2014 - 2015
		Overall customer satisfaction survey results	93%
KPI 2: SERVICE UNIT COST	Cost 2014 - 2015	KPI 5: CONTINUOUS IMPROVEMENT	Target 2014 - 2015
2013 Cost £18.82 vs average costs £21.42		Development of Collaborative working Arrangements with Buckinghamshire and Berkshire Pension Funds	31.03.15
These figures are from the CIPFA benchmarking club & show the administration cost per scheme member for OCC v average of the benchmarking club (52 LGPS Funds).			

Service Offer Standards – overview

This section illustrates the service standards which will be delivered to our customers:

Ref.	What we will do for you
	Available to answer enquiries between 09.00 and 17.00 Monday to Thursday, and 09.00 – 16:00 on Fridays
	Email enquires that <u>require</u> a response will receive an initial acknowledgement within two working days of receipt
	Send monthly newsletter to all scheme employers
	Hold quarterly meetings – open to all scheme employers
	Hold quarterly administration training sessions for new scheme employers
	Provide employer training – group and individual
	Hold an annual pension fund forum

Responsibilities

This section outlines the roles and responsibilities of customers to assist in ensuring the most effective and efficient service is provided, and will assist in meeting the KPI targets.

What you can do for us
Provide all information stipulated within a month of the change being made as this could mean different things to different people to discharge your duties as a scheme employer and enable OCC, as administering authority, to discharge their scheme functions.
Prepare written statements of your organisation's policies in relation to the exercise of your discretionary functions – within 3 months of a change of regulation requiring you make a policy / within 3 months of your triennial review
Inform OCC of the contact details for your organisation's pension contact, within a month of any change
Make a monthly administration scheme return (MARS) by 19 th month following payroll
Make payment of contributions over by 19 th month following deduction <i>and</i> provide breakdown of payment made by 19 th month following deduction.
Late returns may incur penalty charges as detailed in the administration strategy