

OXFORDSHIRE COUNTY COUNCIL  
OXFORDSHIRE CUSTOMER SERVICES  
SERVICE LEVEL AGREEMENT  
**Pensions Services**

SLA Period Covered: 1 April 2012 – 31 March 2013

**Signatures**

Customer:

Scheme Employers

Service Provider:

Team Manager:

Sally Fox

Service Manager:

Sean Collins

Acting Deputy Director:

Graham Shaw

Review Date: April 2013

**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.

| <b>KPI 1: SERVICE QUALITY - Improvement in 'right first time' service</b>   | <b>Target 2012-13</b> | <b>KPI 3: SERVICE CYCLE TIME - Reduction in process cycle time (responsiveness of team)</b> | <b>Target 2012-13</b> |
|---|-----------------------|---|-----------------------|
| % 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%                   |
|   |                       | <b>KPI 4: CUSTOMER SATISFACTION</b>   | <b>Target 2012-13</b> |
|   |                       | Overall customer satisfaction survey results  | 93%                   |
| <b>KPI 2: SERVICE UNIT COST</b>   | <b>Cost 2012-13</b>   | <b>KPI 5: CONTINUOUS IMPROVEMENT</b>  | <b>Target 2012-13</b> |
| 2011 = £22.23 v Average £22.14  |                       | Initial report on Project BOB to look at partnership working                                | 30.06.12              |
| These figures are from the CIPFA benchmarking club & show the administration cost per scheme member for OCC v average of the benchmarking club (63 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   |
|      | Provide employer training – group and individual   |
|      | Hold an annual pension fund forum  |
|      |  |
|      | Note – this document will be reviewed to make it auto-enrolment compliant  |

## 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.

|   |
|---|
| <b>What you can do for us</b>   |
| 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   |
| Tell us of any changes which affect your status as employer within the Oxfordshire Fund e.g. outsourcing of a function; closing your admission agreement to new entrants, or ceasing to be a scheme employer  |
| Make payment of contributions over by 19 <sup>th</sup> month following deduction <i>and</i> provide breakdown of payment made by 19th month following deduction.  |
| Late payment of contributions could incur interest charges at rate of 1% above base rate.   |