

**SERVICE LEVEL AGREEMENT BETWEEN THE PENSION
INVESTMENT/ADMINISTRATION TEAMS AND SURREY COUNTY COUNCIL
AS THE ADMINISTERING AUTHORITY TO THE SURREY PENSION FUND**

Surrey County Council is the administering authority for Surrey County Council Pension Fund. As such, Surrey has certain statutory responsibilities to the employer organisations for the administration of the Local Government Pension Scheme (LGPS) in Surrey. This includes the County Council itself, the eleven Districts and Boroughs and over 100 other employers of the Pension Fund.

The administering authority has ultimate responsibility for interpreting and implementing statutory LGPS regulations, which includes taking decisions around fund investments, for receiving monies due and paying monies owing from the Fund and for making sure that it has robust systems and processes in place to ensure that the scheme is administered in line with scheme regulations and within prescribed levels of performance.

This document has been prepared as a service level agreement between the administering authority and the Pensions Administration Team and sets out service standards for the level of service that the team will provide to ensure that the administering authority achieves its statutory responsibilities.

1 Administration of the LGPS

The Pension Administration Team will:

- 1.1 Maintain a member database of all current, deferred and retired members (including their dependants) of the scheme along with historical data relating to former scheme members who have a right to claim a refund of contributions but have not elected to do so (frozen refunds), and former members who no longer have a liability within the Fund (benefits transferred out of the scheme).
- 1.2 Provide an efficient, effective and courteous administration service.
- 1.3 Calculate member benefits in accordance with scheme regulations.
- 1.4 Provide a pension payroll service to all retired scheme members and their dependants.
- 1.5 Ensure that pension payments are made on the correct date and that all lump sum payments are made as soon as possible following the retirement of the scheme member.
- 1.6 Provide current and deferred members with an annual benefit statement.
- 1.7 Ensure that all new scheme members receive a welcome pack and a formal notification of membership.
- 1.8 Notify all retired scheme members of the annual increase to their pension.
- 1.9 Provide a payslip to retired members of the scheme.
- 1.10 Provide a P60 to every retired scheme member within HMRC deadlines.

- 1.11 Perform other administrative tasks in line with the service standards laid down in the Administration Strategy agreed with Fund employers.

2 Scheme Communications

The Pensions Administration team will:

- 2.1 Maintain and update a website for all members of the LGPS.
- 2.2 Inform all scheme members of significant changes to the LGPS by way of newsletters.
- 2.3 Produce, publish and maintain a suite of scheme guides and factsheets to assist scheme members in understanding their pension rights and options.
- 2.4 Offer pension surgeries, presentations and open days to be held across the county.
- 2.5 Respond to letters and emails within ten working days.

3 Complaints Procedures

The Pensions Administration team will:

- 3.1 Put things right if they go wrong and will investigate any complaint received within ten working days.
- 3.2 If the team is unable to resolve a complaint, the member has a right to appeal under the Internal Disputes Resolution Procedure (IDRP) which is an appeal process set out in the regulations.

4.0 General

The Pension Administration team will:

- 4.1 Deal with member enquiries in a professional, polite and friendly way and offer guidance to scheme members as appropriate without giving financial advice.
- 4.2 Make available confidential interview facilities as required.
- 4.3 Maintain and report on performance statistics.

5 Key Performance Indicators

- 5.1 There are various key performance indicators by which the teams will measure their investment/administrative performance. A schedule will be presented to the Pension Fund Board every quarter.

6 Investment/Accounting

The Investment/Accounting Team will:

- 6.1 Maintain accurate accounting records of all fund related transactions and produce accurate closing accounting records at the year-end in accordance with the County Council's accounts closing timetable.

- 6.2 Provide an efficient, effective and courteous service.
- 6.3 Produce quarterly Board reports in accordance with agreed committee deadlines.
- 6.4 Provide employer bodies with timely accounting and other reports as required.
- 6.5 Provide employer bodies with triennial valuation information as well as early warning reports between formal valuations if appropriate.
- 6.6 Invest available pension assets to generate investment returns in accordance with regulations and professional advice.
- 6.7 Perform any other investment/accounting administrative tasks.

7 Review of the Service Level Agreement

- 7.1 The Service Level Agreement will be kept under annual review by the administering authority.
- 7.2 Employers are welcome to discuss any aspect of the Service Level Agreement with the administering authority at any time.

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