

Pension Bulletin No. 23

Administration Strategy & Service Level Agreement

Key Points:

- From the 1st April 2013 the LGSS Pensions Service is introducing an Administration Strategy— a written statement of our policy on administration.
- Also, starting very shortly we will be contacting our employers, commencing with the largest, to agree a Service Level Agreement (SLA) - a document which sets out the respective roles and responsibilities for both LGSS Pensions and the employer.

Further Details:

Administration Strategy

The Administration Strategy sets out our policy on administration of the Cambridgeshire and Northamptonshire Pension Funds. It details the quality and performance standards expected of our employers, whilst promoting better relationships and improving efficiencies, and will be reviewed annually.

Rest assured though, this is not a 'one-way street' - the Strategy also sets out the standards you can expect from the LGSS Pensions Service.

It was finalised following a period of consultation with employers from both Funds and agreement from the Pension Fund Boards. We see the Strategy as one of the main tools to aid the delivery of a high quality administration service to all stakeholders.

The LGPS Regulations provide that Administering Authorities (i.e. Cambridgeshire & Northamptonshire Pension Funds) may prepare, maintain and publish a written Statement setting out their policy concerning administration matters, specifically Regulation 65 of the Local Government Pension Scheme (Administration) Regulations 2008.

It should also be noted that the Administration Strategy also covers Regulation 43

of the same Regulations, which provides that an Administering Authority may recover from an employer any additional costs associated with the administration of the scheme, incurred as a result of the poor level of performance of that employing authority.

Action regarding the Administration Strategy:

- Review the Administration Strategy that can be found on our [website](#), particularly the sections on Improving Administration and Performance Standards.
- Contact the Pensions Service should you have any queries (see Contact us for details).

Service Level Agreement (SLA)

The SLA sets out the roles and responsibilities of both LGSS Pensions and the employer. It specifies the levels of service that both parties will provide to each other and the performance measures used to monitor them.

The SLA reflects that the administration of the LGPS is effectively a partnership between the administering authority and the scheme employer. It has been consulted on with employers from both Funds and agreed by the Pension Fund Boards.

Like the Administration Strategy the SLA details performance targets, poor performance measures and support mechanisms. We wish to agree an SLA with as many employers as possible. However it should be noted that the provisions of the Administration Strategy will apply to you irrespective of whether you agree an SLA.

Once an SLA has been agreed the Pensions Service will monitor performance and report on these annually—whilst the employers results will remain confidential and shared only

with you, those of the Pensions Service will be published.

The findings will form the basis of a SLA review meeting every two years, or sooner should either party feel the need.

Action regarding the SLA:

- Review the template SLA that can be found on our [website](#).
- If you are happy with the terms of the SLA as they stand then please contact us and we will prepare a copy for your signature.
- Alternatively, wait until the Pensions Service contacts you in due course.

Contact us

Should you wish to agree the SLA straight away, or have any questions regarding either the Administration Strategy or the SLA, then please do not hesitate to contact us:

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