

## Appendix 1: Service Level Agreement - employers

**Important:** A failure to meet the timeframes stated may result in the Fund's applying the process outlined in its Escalation Policy.

### 1). High level Summary of key responsibilities:

<b>Task</b>	<b>Deadline</b>
<b>Pay contributions and send remittance</b>	19 <sup>th</sup> of calendar month following the date of contribution deduction
<b>Submit i-Connect return</b>	19 <sup>th</sup> of calendar month following the date of contribution deduction
<b>Pay any AVC/APC/ARC/Added Years contributions</b> to AVC provider and additional contributions to the Fund.	19 <sup>th</sup> of calendar month following the date of contribution deduction
<b>Retirement forms:</b> Complete and send to the Fund	At least two working days before the date of retirement
<b>Death in Service form:</b> Complete and send to the Fund	Within 5 working days of the death
<b>Fund individual member additional data requests:</b> Respond to the relevant officer	5/10 working days depending on priority level of the task.
<b>Refund contributions through payroll (less than 3 month opt outs)</b>	Next available payroll
<b>Advise the Fund of a change payroll provider and TUPE transfers</b>	At least 3 months before the changes occur.
<b>Other tasks (infrequent) – See below for detail.</b>	Other tasks – See below for further detail.

Note: For any employer which is still in the process of transitioning to i-Connect, the Fund will outline the additional data requirements and deadlines that will apply until the employer is fully onboarded on i-connect.

2). More detailed explanation (by task)

A). Paying contributions, submitting i-Connect returns, refunds through payroll (All employers – monthly)

Description	Performance Target
<p><b>1a). (All employers) Paying employee and employer contributions to the Fund.</b></p> <p><u>Note:</u> <b>Employee contributions:</b> Employee contributions should be deducted based on the relevant year's contributions bands, as advised by the Fund each year. <b>Employer contributions:</b> Employer contributions are outline on the Fund's website and are set by the actuary.</p> <p><b>1b). Submit remittance advice, in the format determined by the Fund and revise from time to time, to accompany the payment</b></p>	<p>19th calendar day of the month following the month of deduction.</p>

<p><b>2). (All employers) Submit an i-Connect return through the i-Connect portal.</b></p> <p>Further information is available on our website regarding the exact data requirements. Note: This process replaces the need to provide starter, leaver and change of details notifications.</p> <p><b>Important:</b> It is essential that the information provided is checked before submission to ensure the Fund is able to calculate and maintain members’ pensions correctly. Any errors or suppressions, i.e. the target update file cannot be applied because of the issue, should be resolved prior to processing.</p>	<p>19th calendar day of the month (following the month of deduction)</p>
<p><b>3. (If applicable) Pay any other additional payments due to the Fund</b></p> <p>Payment of additional fund payments (for example strain costs) in relation to early payment of benefits from flexible retirement, redundancy, business efficiency retirement and any other payment due under Wiltshire Pension Fund charging policy as stated on our website.</p>	<p>To be received within 30 calendar days of receipt of the invoice from Wiltshire Pension Fund, or within the timescales specified if different.</p>
<p><b>4. (If applicable) Pay across Additional Voluntary Contributions (AVC) and other Additional contributions:</b></p> <p>Arrange payment of contributions to the relevant AVC provider(s) and all other additional contributions (added years, APCs and ARCs should be payable to the Fund.</p>	<p>Pay over contributions to the AVC provider(s) and the Fund by the 19th calendar day of the month</p>

**B). Other key employer responsibilities (currently performed outside of i-Connect)**

Currently, the following regular information needs to be submitted outside of i-Connect as and when the relevant situation arises:

Task	Employer Target timeframe
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<p><b>Retirement Form:</b> Submit a fully completed and accurate retirement form for voluntary retirements*, redundancies age 55+, ill health retirements and members reaching age 75. Ill Health retirement forms should also be accompanied by an ill health certificate.</p> <p><i>*Officers are investigating changing the process for voluntary retirements which may alter this requirement.</i></p>	<p>At least 2 days <u>before</u> the member's retirement date</p>
<p><b>Death in service form:</b> For any deaths of LGPS members whilst still employed, complete and submit a death in service form to the Fund.</p>	<p><b>5 working days.</b></p>
<p><b>Data requests:</b> Provide accurate and timely pay figures and other data. Most commonly this would be CARE or Pension Remuneration figure requests but it could also relate to any other key data needed to process a case.</p>	<p><b>5 working days,</b> if the data requested relates to a process which will result in a payment to the member (or a beneficiary) – e.g. a retirement process, or a requirement to meet a statutory deadline (for example, send a pension saving statement).</p> <p><b>10 working days</b> otherwise.</p> <p>For larger data requests, a timeframe will be set at the time of the request.</p>
<p><b>Refunds through payroll:</b> If a member opts out within 3 months of starting, the contributions deducted should be refunded through payroll (as required by the LGPS Regulations).</p>	<p>As per description.</p>

### C). Other ad-hoc employer responsibilities

Other ad-hoc and less frequent employer responsibilities are outlined below:

#### 1). Review of Tier 3 Ill Health Benefits

Description		Employer target (working days)
1.1	To review Tier 3 ill-health pensions in payment after 18 months of commencement and, if required after 3 years.	As per description
1.2	To notify member in writing if Tier 3 pension ceases.	As soon as is reasonably practical after IRMP advice.
1.3	To notify member of any uplift from Tier 3 to Tier 2 benefits.	Provide Fund with relevant ill health certificate signed by IRMP within 10 days and notify the member as soon as is reasonably practical

#### 2. Early payment of deferred benefits on grounds of ill health

Description		Employer target (working days)
2.1	Acknowledge any request for early payment on ill-health grounds made by the member (and former employee)	Request acknowledged within 5 days.
2.2	Employer to arrange for IRMP referral	Within 15 days
2.3	Notification to member of any award determined.	Within 10 days of decision being made following IRMP assessment.

### 3). Additional Pension Contributions (APCs)

Description		Employer responsibility and target (working days)
3.1	Send any new, completed APC contacts to the Fund.	Employer to deduct extra contributions from member's pay based on the instructions set out on the form within 10 days of instruction from the Fund or the next available payroll, whichever is soonest
3.2	Lost pension contract (enquiry/application sent to scheme employer) Note: Applications for buying back the lost pension must be within 30 days of the member returning to work for the member to only pay 1/3 and the employer to contribute 2/3. (If there is an administrative delay the employer can extend the 30 day limit to share the cost)	Employer to provide a quote to the member detailing the amount of lost pay/pension as soon as the members return to work is confirmed.  Employer to provide application to the Fund within 10 days of receipt of members election to proceed.

### 4. Internal Dispute Resolution Procedure (IDRP) Stage 1 Appeal against determination of scheme employer

Description		Employer target (working days)
4.1	Acknowledgement sent to applicant on receipt of Stage 1 application	Within 5 days of request
4.2	Forms to be issued to the employer's Stage 1 adjudicator	Within 2 days

4.3	Stage 1 adjudicator to give written notice of the decision to the applicant and a copy to the employer and to the Fund (this should also include information on further appeal rights under Stage 2)	<p>Within 2 months of the date on which the application was received</p> <p>If no such notice can be given by this date an interim reply should be issued with an explanation as to the reasons for the delay and an expected decision date</p>
4.4	<p>The Employer to act on any actions arising from the Stage 1 decision</p> <p>The Fund to act on any actions arising from the Stage 1 decision, if appropriate after the employer has carried out their actions (this could include recalculation of the applicant's benefits)</p>	Within 10 days of receiving the decision

### 5. Internal Dispute Resolution Procedure -Stage 2 – Appeal against the employer

	Description	Employer target (working days)
5.1	Acknowledgement sent to applicant on receipt of Stage 2 application	Within 5 days of request
5.2	Forms to be issued to the fund/employer's Stage 2 adjudicator	Within 2 days

5.3	Stage 2 adjudicator to give written notice of the decision to the applicant and a copy to the employer and to the Fund (this should also include information on further appeal rights)	<p>Within 2 months of the date on which the application was received</p> <p>If no such notice can be given by this date an interim reply should be issued with an explanation as to the reasons for the delay and an expected decision date</p>
5.4	<p>If applicable the Employer to act on any actions arising from the Stage 2 decision</p> <p>The Fund to act on any actions arising from the Stage 2 decision, if applicable after the employer has carried out their actions (this could include recalculation of the applicant's benefits)</p>	Within 10 days of receiving the decision

## 6. TUPE and Employer Discretions

6.1	<p><b>TUPE transfers out (if they occur):</b></p> <p>Inform WPF of all cases where a prospective new employer or admitted body may join the fund as the result of reorganization or TUPE transfers and to pay all charges due under WPF charging policy.</p>	<p>Notify the Employer Relationship Manager at least 3 months <b>before</b> the date of the transfer or reorganisation and ideally before any tender process commences (if relevant).</p>
6.2	<p><b>Change of payroll provider: Advise the Fund of the change and work with Fund officers to put appropriate processes in place and to enable staff to be trained.</b></p>	At least 3 months before the change occurs
6.3	<p><b>Employer Discretions Policy</b></p>	To produce and maintain an employer's discretion policy with 3 months of joining the



		Fund and within 3 months of being advised of any changes to legislation.
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