

## 6.4 EMPLOYER TARGETS

### 6.4.1 Benefits Administration

Description	Performance Targets
<b>New starter:</b> WPF to receive a completed and correct Starter Form or spreadsheet	Within 25 working days from the new employee's first day in the Scheme
<b>New starter:</b> The employer to give new members the information contained in the most recent starter pack	Within 1 calendar month from the new employee's first day in the Scheme
<b>Leaver:</b> WPF to receive a completed and correct Leaver Form or spreadsheet	Within 25 working days from the employee's last day in the Scheme.
<b>Change of details (including hours):</b> WPF to receive correct and relevant change of member details such as names, addresses, payroll numbers and hours.	Within 25 working days from the change occurring.
<b>Retirements:</b> WPF to receive a completed and correct Retirement Form	At least 15 working days <b>before</b> their final paid day of work.
<b>Variable Hours:</b> WPF to receive completed and correct notifications of members variable hours (as necessary)	Within 10 working days of a request being made by WPF.
<b>Queries</b> related to all data submissions:	<p>a) For 90% of forms or pension information that WPF receives to be correct.</p> <p>b) To fully answer all enquiries from WPF relating to <b>any</b> benefit administration work, within 10 working days of the receipt of the enquiry.</p> <p>Where a retirement or a death in service is involved, the target of 3 working days will apply.</p>

### 6.4.2 Finance Administration

Description	Performance Target
<b>Paying contributions and information:</b>	

<p>Remit and provide schedule of employer/employee contributions</p> <p>AND</p> <p>For all employers with more than 25 employees, to send WPF a completed detailed contribution spreadsheet in the correct format as determined by WPF.</p>	<p>By the 19<sup>th</sup> calendar day of the following month to which the contributions were deducted.</p>
<p><b>End of year contribution return:</b></p> <p>Send WPF a completed end of year detailed contribution spreadsheet (unless we have received one for each of the individual 12 months for the financial year concerned and they are in the correct format).</p>	<p>By the 19<sup>th</sup> of May of each year, to cover the financial year ending on 31<sup>st</sup> March of that same year.</p>
<p><b>Additional payments due:</b></p> <p>Payment of additional fund payments in relation to early payment of benefits from flexible retirement, redundancy, business efficiency retirement OR 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 in each case.</p>
<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 reorganisation or TUPE transfers and to pay all charges due under WPF charging policy.</p>	<p>Notify the Employer Relationship Manager at least 6 months <b>before</b> the date of the transfer or reorganisation.</p>

### 6.4.3 Fund Liaison and Communication

Description	Performance Targets
<p><b>Appointment of Pension Liaison Officers:</b></p> <p>Confirm between 1 and 4 Pension Liaison Officers to be responsible for receiving official communications from WPF and ensuring the all correct officers in the organisation are aware of all relevant communications.</p>	<p>Within 30 calendar days of employer joining the Fund or a change to a nominated representative.</p>
<p><b>Employers Discretion Policy*:</b></p> <p>Formulate, publish and update (as necessary) an Employer Discretions Policy as required under the current LGPS Regulations and provide a copy to the Wiltshire Pension Fund.</p>	<p>Within 30 working days of policy being agreed by the appropriate officers or committee OR any changes being made</p> <p>AND</p> <p>No later than 6 months after being informed by Wiltshire Pension Fund of any relevant change in the Regulations.</p>

\* - Where WPF does not have an up to date discretions policy from an employer we will not process anything which involves employers discretions, as highlighted in the relevant section of our website. This currently includes early retirement (pre 60), additional pension awards, flexible retirement and waiving actuarial reductions on any of these.