

6.4 WILTSHIRE PENSION FUND TARGETS

6.5.1 Benefits Administration

Description	Performance Target
New Starter: For Wiltshire Pension Fund to correctly process a Starter Form and to have sent a Statutory Notice to the member.	Within 5 working days from receiving the form (excluding any time while WPF wait for a response to a query).
Leaver: For Wiltshire Pension Fund to have processed a Leaver Form and write to the member.	Within 5 working days from receiving the form (excluding any time while WPF wait for a response to a query).
Change of details: For WPF to update someone's record to reflect all relevant changes of details, once given all the required information.	Within 5 working days from receiving the form (excluding any time while WPF wait for a response to a query).
Retirements: For Wiltshire Pension Fund to accurately process retirements and to send to Wiltshire Council's SST Payroll for payment.	Within 5 working days from receiving all required forms from the member and employer (excluding any time while WPF wait for a response to a query).
Estimate requests: For Wiltshire Pension Fund to complete and return estimate requests for employers and members.	Within 10 working days from receiving the estimate request (excluding any time while WPF wait for a response to a query).*
Fund queries: For Wiltshire Pension Fund to respond to all queries from members and employers.	Within 10 working days from receipt of the enquiry.

*Unless the number of estimate requests for a member exceeds the amount allowed under WPF estimate policy, at which point charges may apply.

6.5.2 Finance and Fund Administration

Description	Performance Target
Issue formal valuation results (including individual employer details)	10 working days from receipt of final results from Fund Actuary (but in any event no later than 31 October following the valuation date of 31 March).
Carry out cessation valuation exercise on cessation of admission agreements	Within 3 months of receiving all benefit administration forms and information required from the ceasing employer (eg. Leaver forms).
Issue FRS17 report	Within the timeframe stated in the 'terms of engagement' letter issued following a

	signed request for FRS17 report.
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6.5.3 Fund Liaison and Communications

Description	Performance Target
Benefit statements: For Wiltshire Pension Fund to send out active and deferred statements for the year ending 31 st March.	By the 31 st July of the year concerned for all members where their employer has sent end of year information by 17 th May of that same year.
Strategy documents: Publish and keep under review the Wiltshire Pension Fund Administration and Communication Strategy.	Within three months of decision to develop an Administration Strategy or within one month of any changes being agreed. Communications Strategy will be reviewed no later than 3 years from its most recent publication.
Employer liaison: Make employers aware of their role and responsibilities.	Maintain contact with all employers through phone conversations or face to face meetings as appropriate at least once a year. Provide Pension Liaison Officers with information about all key changes as and when they occur normally via a "Technical Updates" Newsletter.
Employers' Guide: Issue and keep Employer Guide up to date	Inform new employers of location of the guide on our website within 30 calendar days from the admission of a new employer or date of any significant change/amendment.

Note: Full information about our employer liaison and member communications can be found in our Fund Communications Strategy.