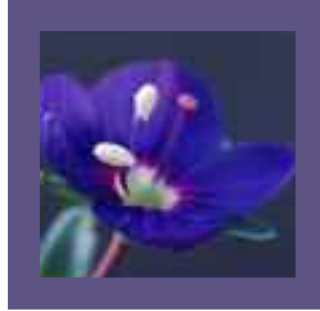


Local Government Pension Scheme



Service Standards





The administering authority for the Local Government Pension Scheme (LGPS) in Berkshire is the Royal Borough of Windsor & Maidenhead.

The administering authority is responsible for paying the pensions of former LGPS members and their dependants and for looking after the Scheme.

The administering authority employs a number of independent professional advisers to help them run the Scheme, including an actuary. The actuary carries out a health-check on the Scheme every three years to ensure the Scheme has enough money to guarantee the payment of the pensions. This health-check is commonly known as a 'valuation'.

The administering authority also has to ensure an effective and efficient administration of the Scheme for all current and former members and that all pensioners receive an equally efficient payroll service.

Since 1 October 2005 the Royal Borough of Windsor & Maidenhead has administered the LGPS in-house. There are, therefore, two pension offices, one in Maidenhead and one in Reading.

Maidenhead

Responsible for:

- Fund investments
- Interpretation of Scheme regulations
- Receiving monies due to and paying out monies owing from the Scheme
- Scheme report and accounts.

Reading

Responsible for:

- Administration of the LGPS
- Maintaining the member database
- Dealing with members' individual enquiries
- Calculating member benefits
- Providing a pension payroll service and related matters
- Implementing Scheme regulations.

Service standards

The following are the Berkshire Pension Fund's service standards or 'promises' of the level of service that current and former scheme LGPS members have the right to expect from us. They are in addition to our Corporate Service Standards which apply to all services provided by the Council.



We will:

- Offer polite and friendly help and guidance
- Provide an efficient, effective and courteous administration service
- Provide Scheme members with an annual benefit statement
- Ensure that all new Scheme members receive an employee's guide to the Scheme and a formal notification of membership
- Respond to letters and complaints within 10 working days
- Make available confidential interview facilities as required
- Inform all Scheme members of significant changes to the LGPS regulations
- Ensure that all pension payments are made on the correct pay date
- Ensure that all lump retirement grants are paid within one month of retirement
- Notify all retired members of the annual increase to their pension
- Apply for all transfers of pension rights within 20 working days of a request for this information
- Pay refunds of contributions where requested within 10 working days of receipt of all relevant information from Scheme employers
- Inform Scheme members of their rights to benefits upon leaving the LGPS within 20 working days of receipt of all relevant information from Scheme employers
- Contact personal representatives of a deceased member within 10 working days of the notification of death
- Provide information relating to the payment of additional contributions within 20 working days of a request
- Maintain and update a website for current and former members of the Scheme.

Our complaints procedure

We have a commitment to put things right if they go wrong. If you have a problem, or feel that our services are not up to scratch, then please let us know and we will do all we can to investigate and resolve your complaint.

If, however, you feel that we have not been able to satisfactorily resolve your complaint, you have a right of appeal under the Internal Disputes Resolution Procedure Regulations (IDRP).

Stage 1

Your complaint is referred to a person specified by your employer who makes any first stage decisions.

Stage 2

If a satisfactory conclusion is not found at stage 1 you can refer your complaint to the administering authority for the Berkshire Pension Fund i.e. The Royal Borough of Windsor & Maidenhead.

Stage 3

If a satisfactory conclusion to your complaint has still not been found you can appeal to the Pensions Ombudsman.

You can contact The Pensions Advisory Service (TPAS) at any time during your appeal. Their role is to assist members and former members of pension schemes.

Details of how to contact TPAS and the Pension Ombudsman can be found in your employee's guide to the scheme but will also be provided at the initial stage of any formal appeal under the IDRP Regulations.

Before entering into such an appeal you should first contact the pension scheme administrators as in many cases a satisfactory conclusion can be found at this stage.

If you require further information, help or guidance, please contact the Pension Team in our Reading office:

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3rd Floor
Thames Tower
37 – 45 Station Road
Reading
Berkshire
RG1 1LX

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The Royal Borough of Windsor and Maidenhead is the administering authority to the Royal County of Berkshire Pension Fund.

LGS37(0408)