

Standards of Service



This leaflet sets out the standards of service you can expect from Lancashire Pensions Services



LANCASHIRE PENSIONS SERVICES

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THE BEST FOR LANCASHIRE AND BEYOND

Best In-house Administrator 2006 & 2007

Standards of Service

Lancashire Pensions Services uses performance measures which specify the timescales (in working days) in which we will take action. In practice, better timescale times may be achieved.

The performance measures are used to monitor and improve performance. Performance is reported regularly to senior management and published each year on our website.

Our commitment to you as one of our Members

To act fairly and impartially and treat your affairs in strict confidence.

To communicate with you effectively as stated in the standards set out in this leaflet. We aim to provide clear, simple forms and guidance in a helpful and understandable way.

To consult with you wherever possible and to take account of your views before we make any changes.

To provide a good quality service and to be courteous and professional. We encourage you to give us any feedback, good or bad, on our service so that we can continue to make improvements.

Our Performance Measures

- We will respond to emails within 3 working days.
- We will respond to written enquiries within 10 working days.

Current Members

- We will amend member's personal records within 10 working days of receiving all the necessary information.
- We will issue a benefit statement each year showing the estimated current value of pension benefits, the value of potential pension benefits at normal retirement age and the estimated current value of death in service benefits.
- We will provide an estimate of pension benefits within 10 working days of the request.
- We will provide a newsletter each year.
- We will pay your pension benefits within 10 working days of receiving all the information needed about your retirement.



Transfers into the Scheme

- We will calculate the estimated benefits that a transfer value will buy in the scheme and provide you with a quotation within 10 working days of receiving details from the previous pension provider and any extra information that may be needed from the Department for Work and Pensions.
- We will request payment of the transfer value within 10 working dates of receiving the member's option to transfer.
- We will confirm that the transfer of previous pension rights has been completed within 10 working days and issue a membership notification confirming the actual transferred membership.

Transfers out of the Scheme

- We will issue a transfer value quotation, guaranteed for three months, within 15 working days of receiving the request and any extra information that may be needed from the member's employer and the Department for Work and Pensions.
- We will make the payment of a transfer value within 15 working days of receiving all the necessary information.

Deferred Pensioners

- We will issue a deferred pension benefit statement within 15 working days of leaving the scheme.
- We will issue a benefit statement each year showing the current value of pension benefits and the estimated current value of death in service benefits.
- We will provide a newsletter each year.
- We will pay pension benefits within 10 working days of them becoming payable.
- We will attempt to trace members who we do not hold a current address for.

Pensioners

- We will pay pensioners on the last banking day of each month.
- We will ensure that we will pay the pension increase annually in April.
- We will provide a newsletter each year.
- We will make any necessary changes to pension payroll records by the next pension due date.

Comments and Complaints

We welcome and value your comments on the standards of service we provide. If you have any comments or you wish to make a complaint, please contact us at the address shown overleaf.

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Contact Us

Pensions Helpdesk

01772 530530

Email

Pensions.Helpdesk@lancashire.gov.uk

Website

www.lancs-pensions.org.uk

Write

Lancashire Pensions Services PO Box 100, Preston PR1 0LD

Visit Us

County Hall, Preston

Please telephone or email to make an appointment



The Government Standard



INVESTOR IN PEOPLE