

Chargeable services

Annex 7

In certain circumstances additional services may be required by an employer. The Avon Pension Fund is able to offer chargeable services to employers in the following circumstances:

- Failure by an employer to meet the agreed data standards
- Request by the employer for additional assistance

As set out below:

Service offered	Location
Additional visits to provide: <ul style="list-style-type: none">• Data cleansing service following continued non-compliance with data requirements• If IConnect submissions are discontinued APF will assist the employer to re-start submissions	Employer offices
For some payroll software (eg ITrent) APF is able to offer a service to assist with the development of an IConnect extract	Employer offices
Running bespoke training sessions : <ul style="list-style-type: none">• Employer Responsibilities• Data Requirements• HR Training• Others as requested and agreed	Employer offices
Consultancy services are available either from senior officers or external partners in the following areas:	Employer offices

<ul style="list-style-type: none"> • Dealing with IDRPs cases • Writing discretionary policies • Annual & Lifetime Allowance • Understanding pension liabilities • Outsourcing services & TUPE <p>Please note these services do not offer advice, but offer guidance to ensure compliance with regulations.</p>	
<p>Pension Clinics for members. APF officers can:</p> <ul style="list-style-type: none"> • provide individual pension information to members • present information to a group of staff 	Employer offices
<p>Local Government Pension Committee (LGPC) training events for scheme employers</p> <p>The LGPC provides training events for scheme employers including topic-specific workshops and a 3 day residential course for those involved in LGPS administration. Details at: http://www.local.gov.uk/events</p>	Nationwide locations

Chargeable services agreement

The details of the service required and being supplied will be set out in a signed agreement as follows:

Chargeable services provided by APF to _____ employer
APF have agreed to provide the following services: <i>Insert details of service agreed</i>
Date to be provided:
Cost of services:
Signed by employer's Lead Officer:
Date:
Signed by APF Employer Services Manager:
Date:

Charge rates

The charges for these services are based on an hourly rate (including all overheads) depending on the grade of the pension officer that is supporting the employer.

Grade of Pension Officer	Hourly rate
Assistant Officer	£30
Pensions Officer	£35
Senior Pensions Officer	£40
Team Leader	£50
Dept Manager	£60
External providers	On request