

Pension Administration Strategy



Quarterly Reporting | September 2019

1. NESPF performance from 1st April to 30th September

1.1 Key administration tasks

Measuring performance is essential to evidence the efforts made by both the Pension Fund and Scheme employers to comply with statutory requirements and deliver a high-quality pension administration service. The Pension Fund aims to provide the information below within the agreed timescales shown.

Administration Task	Completed cases during reporting period				Additional targets for completed cases during reporting period				Uncompleted cases during reporting period	
	Target	Cases	Achieved	Percentage	+ 5 days	+ 10 days	+ 20 days	> + 20 days	Cases	Revised %
Notification of death in service	5 days	17	15	88.2%	94.1%	100.0%		0	0	88.2%
Notification of retirement estimate	10 days	583	582	99.8%	100.0%			0	9	98.3%
Notification of retirement benefits	10 days	1005	983	97.8%	98.4%	98.9%	99.5%	5	18	96.1%
Notification of deferred benefits	10 days	570	558	97.9%	97.9%	97.9%	97.9%	12	19	94.7%
Notification of refund	10 days	456	454	99.6%	99.8%	99.8%	99.8%	1	48	90.1%
Notification of transfer in value	10 days	29	26	89.7%	92.9%	96.4%	96.4%	1	4	78.8%
Notification of transfer out value	10 days	206	169	82.0%	90.2%	94.1%	98.5%	3	3	80.9%
		2866	2787	97.2%				22	101	93.9%

Completed cases during reporting period - reporting output is based on 5 and 10 day targets built into workflow cases for processing administration tasks as declared in the pension administration strategy:

- *For the first time in seven years of reporting more than 500 retirements were processed during the second quarter.*

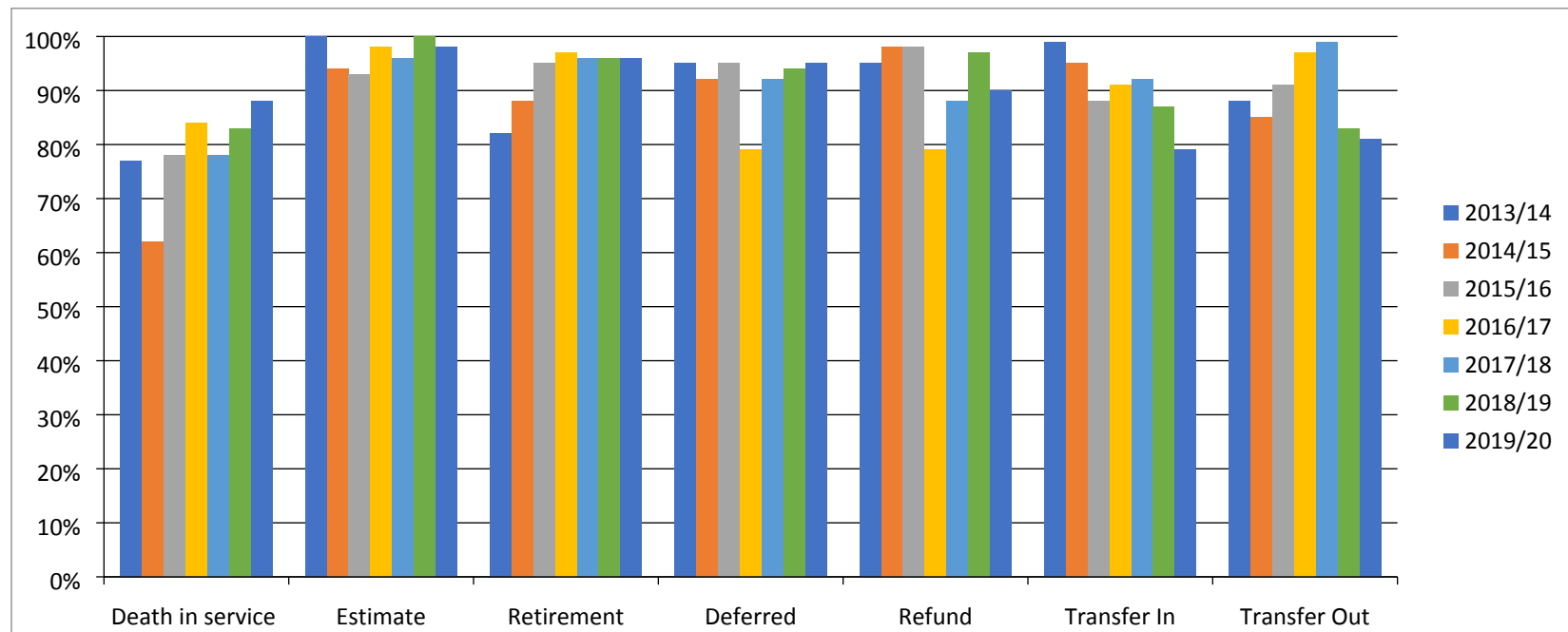
Additional targets for completed cases during reporting period - reporting output is based on adding 5/10/20 days to the 5 and 10 day targets built into workflow cases for processing administration tasks:

- *100% achieved for death in service and retirement estimates within 15 days*
- *22 completed in over 30 days, this amounts to less than 1% of completed cases.*

Uncompleted cases during reporting period - cases identified that were due to be completed and do not have a Reply Due date set in advance of the end of the reporting period:

- 101 cases were identified and contributed to the Revised Percentages
- 64 were identified in the first quarter which reduced to 37 in the second quarter
- A sample check revealed that most were awaiting further information from members, employers or third parties but the Reply Due date had not been advanced.

1.2 Previous years comparison



2. Employer performance from 1st April to 30th September

2.1 Policy on discretions received (85%)

Each Scheme employer is required under regulation 58 of the Local Government Pension Scheme (Scotland) Regulations 2018 to prepare a written statement of its policy on how it will exercise various discretions provided by the Scheme. This 'discretions policy' must be kept under review by employers and revised as necessary.

Employers			
Aberdeen City Council	Aberdeen Cyrenians	Aberdeen Endowments Trust	Aberdeen Foyer
Aberdeen Heat and Power	Aberdeen Performing Arts	Aberdeen Sports Village	AIYF
Aberdeenshire Council	Aberlour	Archway	Bon Accord Care
Bon Accord Support	Outdoor Access Trust for Scotland	Fersands and Fountain	First Aberdeen
Forth & Oban (City)	Fraserburgh Harbour	Grampian Valuation Joint Board	Home Start Aberdeen
Inspire	Mental Health Aberdeen	Middlefield Community Project	Moray College
NESTRANS	North East Scotland College	North East Sensory Services	Osprey Housing
Pathways	Peterhead Port Authority	Printfield Community Project	Robert Gordons College
Robert Gordon University	Sanctuary Scotland	Scottish Fire and Rescue	Scotland's Lighthouse Museum
Scottish Police Authority	Scottish Water	Sport Aberdeen	St Machar Parent Support Project
Station House Media Unit	The Moray Council	Visit Scotland	Xerox

2.2 Signed PLO statements received (46%)

Following the revision of the NESPF Pension Administration Strategy in April 2018 each Scheme employer must designate a named individual to act as a Pension Liaison Officer, the main contact regarding any aspect of administering the Local Government Pension Scheme (LGPS).

Pension Liaison Officers			
Aberdeen City Council	Aberdeen Cyrenians	Aberdeen Endowments Trust	Aberdeen Foyer
Aberdeen Heat and Power	Aberlour Childcare Trust	Alcohol & Drugs Action	Archway

Bon Accord Care	Bon Accord Support	Outdoor Access Trust for Scotland	Fraserburgh Harbour
Middlefield Community Project	Moray College	North East Scotland College	North East Sensory Services
Pathways	Peterhead Port Authority	Printfield Community Project	Robert Gordons College
Scottish Fire and Rescue	Scottish Water	Sport Aberdeen	St Machar Parent Support Project
Visit Aberdeenshire	Xerox		

2.3 Quantity of data received (382,828)

All Scheme employers are now required to provide monthly data using I-Connect, by way of a monthly file extracted from the payroll system or by completing electronic forms for individual members.

I-Connect events processed	Total
Starters (new start and opt in)	2244
Amendments (address, personal details, hours and absence)	11223
Leavers (exit and opt out)	2091
Contributions (employee, employer and additional)	121707
Salary	121348
Cumulative CARE Pay	116303
Works address	7912

2.4 Quality of data received

The quality of data received from Scheme employers is assessed and checked by the Employer Relationship Team (ERT). Red, Amber and Green flags will be used to assess the quality of the data. The Pension Fund will seek, at the earliest opportunity, to work closely with Scheme employers in identifying areas of unsatisfactory performance and provide the necessary training and development for improvement.

Since the introduction of the requirement to provide monthly information in this format the quality of the data received through i-Connect has been of a very high standard. This allows the Fund to provide accurate and up to date information to members, meet the requirements of The Pension Regulator and improved the accuracy of the financial information held for the valuation of the Fund.

Green	I-Connect events processed and validated by ERT
Amber	I-Connect events processed however missing or incorrect data identified by ERT
Red	I-Connect events not processed
Blank	Data not provided (as at 2019)

Employer	Submission	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Aberdeen City Council	Extract File												
Aberdeenshire Council	Extract File												
Bon Accord Care	Extract File												
Bon Accord Support	Extract File												
Grampian Valuation Joint Board	Extract File												
Moray Council	Extract File												
NESTRANS	Extract File												
Police Scotland (Aberdeen)	Extract File												
Robert Gordon University	Extract File												
Moray College	Extract File												
Scottish Water	Extract File												
Scottish Fire and Rescue Service	Extract File												
Sport Aberdeen	Extract File												
Aberdeen Endowments Trust	Online Return												
Aberdeen Cyrenians	Online Return												
Aberdeen Foyer	Online Return												
Aberdeen Heat and Power	Online Return												
Aberdeen Performing Arts	Online Return												
Aberdeen Sports Village	Online Return												
Aberlour Child Care Trust	Online Return												
Archway	Online Return												
City Moves Dance Agency	Online Return												
Alcohol & Drugs Action	Online Return												
Fersands and Fountain	Online Return												
First Aberdeen	Online Return												
Forth and Oban (City)	Online Return												
Forth and Oban (Shire)	Online Return												

Fraserburgh Harbour	Online Return																		
Homestart Aberdeen	Online Return																		
Homestart NEA	Online Return																		
ID Verde	Online Return																		
Inspire	Online Return																		
Mental Health Aberdeen	Online Return																		
Middlefield Community Project	Online Return																		
North East Sensory Services	Online Return																		
Osprey Housing	Online Return																		
Outdoor Access Trust Scotland	Online Return																		
Pathways	Online Return																		
Peterhead Port Authority	Online Return																		
Printfield Community Project	Online Return																		
Police Scotland (Glasgow)	Online Return																		
Robert Gordon College	Online Return																		
Robertson FM City	Online Return																		
Robertson FM Shire	Online Return																		
Sanctuary Scotland	Online Return																		
SCARF	Online Return																		
Scotlands Lighthouse Museum	Online Return																		
St Machar Parent Support Project	Online Return																		
Station House Media Unit	Online Return																		
Visit Scotland	Online Return																		
Xerox	Online Return																		
North East Scotland College	ALCARE																		