



North East Scotland Pension Fund
nespf

Pension Administration Strategy

Quarterly Reporting to 30th June 2024

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

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.

Measurement and Target	Cases completed	Within target	Percentage achieved	Outwith target	Average days over target	Previous period percentage	Percentage movement
Death In Service notification within 5 working days	5	5	100.0%			85.7%	14.3%
Death of Deferred/Pensioner notification within 5 working days New	89	84	94.4%	5	12.00		
Deferred Benefit Care Only within 60 days New	67	67	100.0%				
Deferred Benefit Final Salary within 60 days New	47	47	100.0%				
Deferred Benefit notification within 10 working days	243	237	97.5%	6	1.00	91.4%	6.1%
Refund within 10 working days	183	180	98.4%	3	9.33	97.0%	1.4%
Retirement Benefit within 10 working days	421	301	71.5%	120	5.56	88.3%	-16.8%
Retirement Estimate within 10 working days	100	100	100.0%			92.3%	7.7%
Transfer In quotation within 10 working days	13	11	84.6%	2	11.50	70.6%	14.0%
Transfer Out quotation within 10 working days	49	43	87.8%	6	8.67	65.8%	22.0%
Totals	1217	1075	88.3%			88.6%	-0.3%

Percentage Analysis

- Overall percentage achieved at 88.3% is similar to previous quarter but below the 91% achieved for 2023/24.
- Percentage decrease of 16.8% for retirement benefits was caused by issues applying pension increase at year end that resulted in processing delays.
- Percentage increases for transfer processing shows improvement following processing delays last year caused by SCAPE rate change and McCloud regulations.

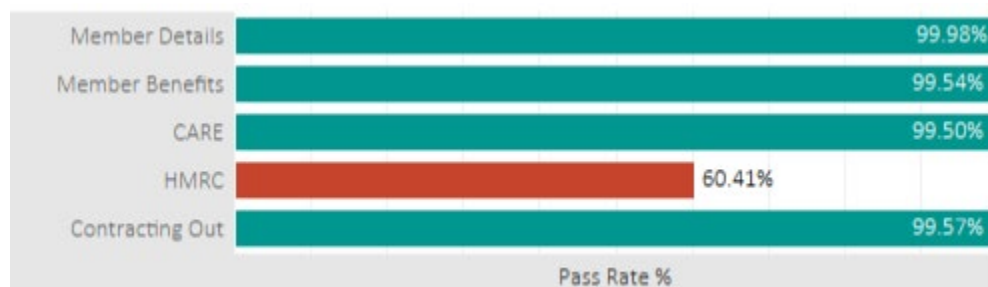
1.2 Data quality

The Pension Regulator (TPR) requires Common and Scheme Specific data to be measured and reported annually in October.

Common Data Score = 98.8% (TPR target 100%)



Scheme Specific Data Score = 81.45% (TPR target 100%)



HMRC score of 60.41% is due to 2023/24 annual allowance calculations not updated in administration system (statutory deadline 30 September 2024).

1.3 McCloud remedy

In December 2018 the Court of Appeal ruled in *McCloud v Ministry of Justice* that “transitional protection” offered to some members as part of pension reform amounted to unlawful discrimination. In July 2019 following employment tribunal Government stated difference in treatment would be remedied across all public sector schemes.

This dashboard provides an update on progress made to extend protections by recalculating benefits for all eligible members in accordance with The Local Government Pension Scheme (Remediable Service) (Scotland) Regulations 2023.

Before calculating the underpin we must first calculate the assumed benefits which is the Care benefits that will be compared against the Final Salary benefits to determine whether revised protection applies. Where protection applies this will be known as the Final Guaranteed Amount.

Eligible member processing



Members with Final Guaranteed Amounts



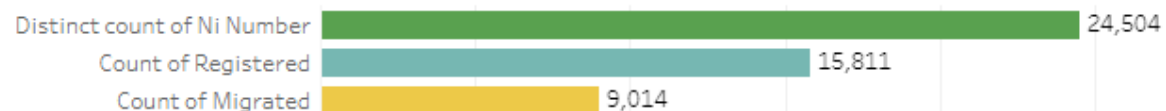
Cost of Final Guaranteed Amounts



1.4 Members online

This dashboard shows members that have registered for online self service and those that have migrated to *My Pension+* which went live on 26 June 2023.

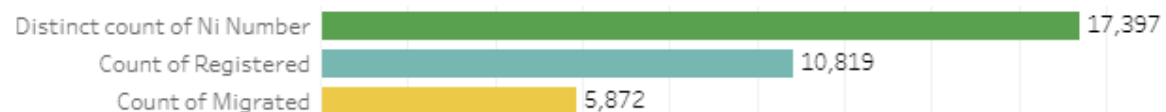
Actives



Percentages

Registered members	64.5%
Migrated members	57.0%

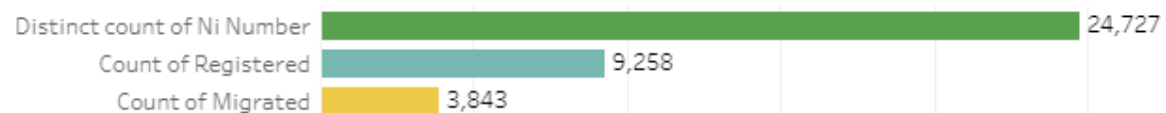
Deferreds



Percentages

Registered members	62.2%
Migrated members	54.3%

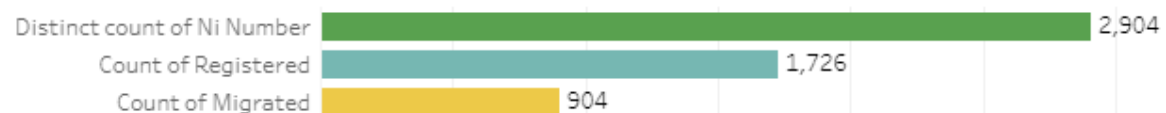
Pensioners & Dependants



Percentages

Registered members	37.4%
Migrated members	41.5%

Undecided Leavers



Percentages

Registered members	59.4%
Migrated members	52.4%