



Pension Administration Strategy

Quarterly Reporting to 30 September 2025

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.

Measurement and Target	Cases completed	Within target	Percentage achieved	Outwith target	Average days over target	Previous Quarter percentage	Percentage movement
Death In Service notification within 5 working days	17	17	100.0%	0	0	100.0%	0.0%
Death of Deferred/Pensioner notification within 5 working days	160	157	98.1%	3	27	96.7%	1.4%
Deferred Benefit Care Only within 2 months	764	711	93.1%	53	20	95.6%	-2.5%
Deferred Benefit Final Salary within 2 months	325	289	88.9%	36	25	90.8%	-1.9%
Deferred Benefit notification within 10 working days	948	935	98.6%	13	68	100.0%	-1.4%
Refund within 10 working days	215	198	92.1%	17	3	87.5%	4.6%
Retirement Benefit within 10 working days	852	563	66.1%	289	7	70.9%	-4.8%
Retirement Estimate within 10 working days	195	193	99.0%	2	27	100.0%	-1.0%
Transfer In quotation within 10 working days	77	63	81.8%	14	25	80.9%	0.9%
Transfer Out quotation within 10 working days	87	84	96.6%	3	10	96.0%	0.6%
Totals	3640	3210	88.2%			89.9%	-1.7%

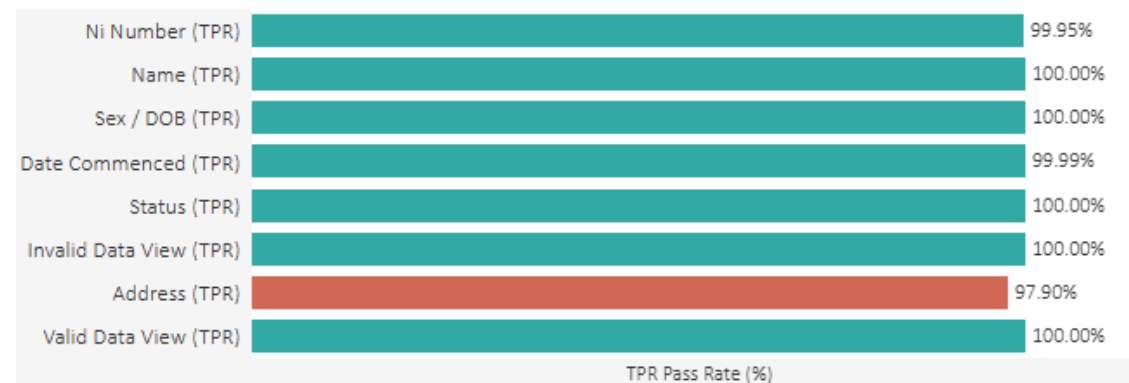
Percentage Analysis

- Overall percentage achieved within target at 88.2% is down 1.7% on previous quarter but overall cases completed is significantly higher than previous quarter (3640 vs 1789)
- Percentage decrease of 4.8% for retirement benefits was caused by issues applying pension increase at year end that resulted in processing delays which has had a knock-on effect this quarter as backlogs were addressed during September.
- Percentage increase again this quarter for Refunds which demonstrates the new process which was implemented has been successful.

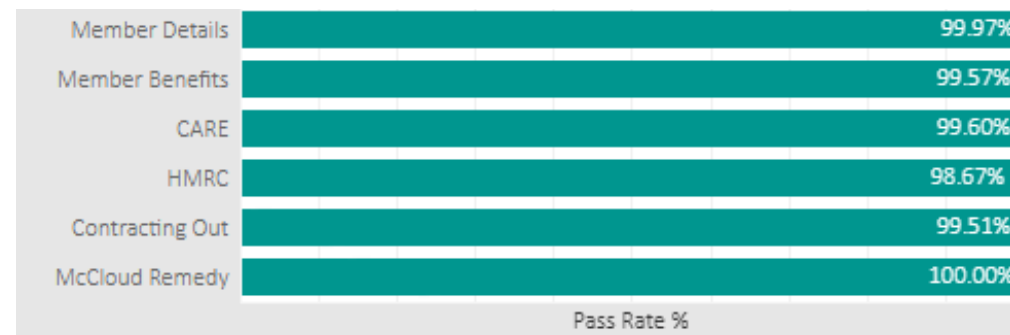
1.2 Data quality

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

Common Data Score = 98.7% (TPR target 100%)



Scheme Specific Data Score = 98.9% (TPR target 100%)

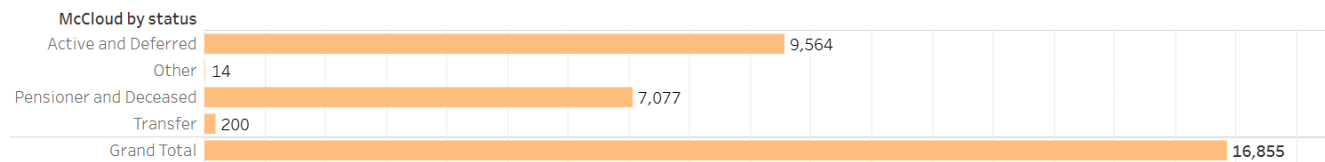


1.3 McCloud remedy

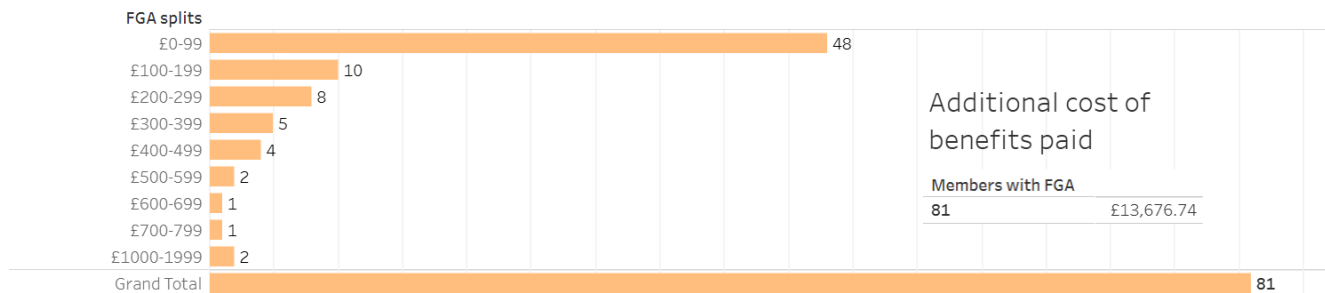
In December 2018 the Court of Appeal ruled in *McCloud v Ministry of Justice* that “transitional protection” offered to some members as part of pension reform amounted to unlawful discrimination. In July 2019 following employment tribunal Government stated difference in treatment would be remedied across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

This dashboard provides results of extending protections by recalculating benefits for all eligible members in accordance with the Local Government Pension Scheme (Remediable Service)(Scotland) Regulations 2023.

Recalculations



Cost Analysis



1.4 Members online

My Pension+

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	69.1%
Migrated members	80.6%

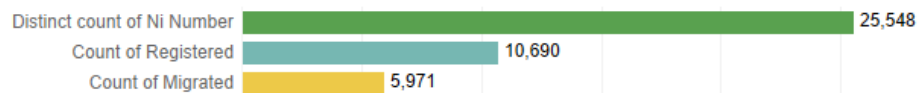
Deferreds



Percentages

Registered members	65.2%
Migrated members	70.5%

Pensioners & Dependants



Percentages

Registered members	41.8%
Migrated members	55.9%

Undecided Leavers



Percentages

Registered members	65.4%
Migrated members	78.4%

Activation Key requests



1.5 Pension dashboards

This dashboard shows current position with data transferred into our ISP Test environment that will be used for onboarding to the governments ecosystem later this year which is a requirement for all public sector pension schemes. The NESPF will be required to provide Pension Data for all active and deferred pensioners within the Fund.

Member Records	Active	Deferred
45,638	26,309	19,329

The charts below help to identify possible gaps or errors in your data. [Please click on any chart to go to the member record level data, or use the tabs at the top of the screen to navigate.](#)

1,884 Records Missing Accrued Data 4.13% of Active & Deferred Records

No Accrued Pension 1,846
No Accrued Cash 45

2,064 Records Missing ERI Data 7.85% of Active records

No ERI Pension 2,031
No ERI Cash 52

1 Records Missing Employer Data 0.01% of Active & Deferred records

No Employment Start Date 0
No Employment End Date 1
No Employer Name 0

1,899 Records With old or Null Calculation Date 4.16% of Active & Deferred records

No Date 1,846
Older than 13m 53
Within 13m 43,739

0 Records Set to Details Not Available to PDP 0.00% of Active & Deferred records

Details Not Available 0

33 Records Have No Benefit Calculations 0.07% of Active & Deferred records

No Ben Calcs 33