

Performance Reporting as at 31 March 2016

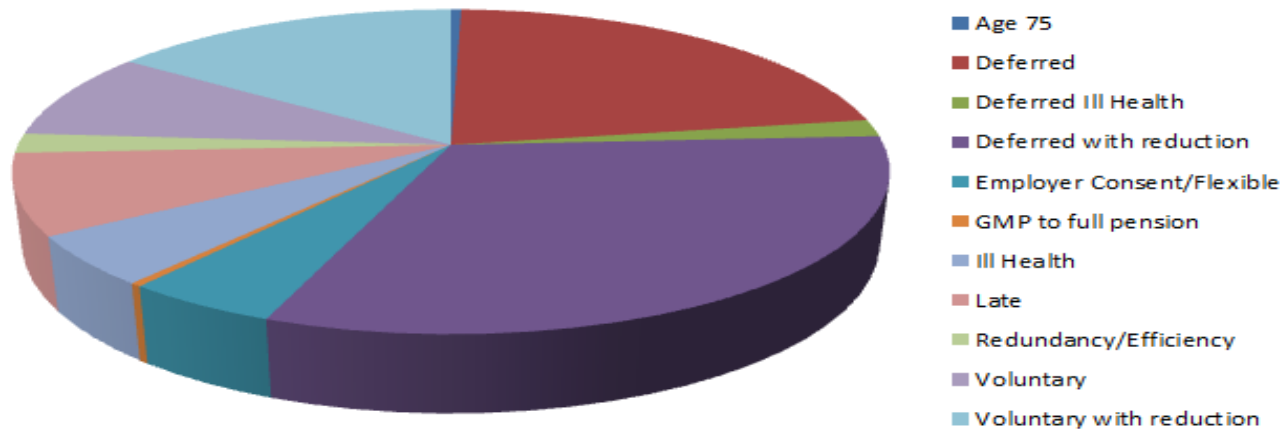
A Pension Administration Strategy was developed in accordance with Regulation 60A of the LGPS (Administration) (Scotland) Regulations 2008 and published in July 2013 following consultation with employers which specifies levels of service and performance measures for participating employers and the North East Scotland Pension Fund (NESPF). This report covers the period **1 April 2015 to 31 March 2016** and focuses on NESPF key performance measurements and the quantity and quality of electronic data received from employers and their new scheme requirements in respect of CARE pay and policy on discretions.

NESPF performance measurement	Target	Amount	Achieved	Percentage
Notification of death in service	5 days	37	29	78%
Notification of retirement estimate	10 days	1036	961	93%
Notification of retirement benefits	10 days	1279	1217	95%
Notification of deferred benefits	10 days	1381	1318	95%
Notification of refund	10 days	1044	1018	98%
Notification of transfer in value	10 days	120	105	88%
Notification of transfer out value	10 days	385	350	91%



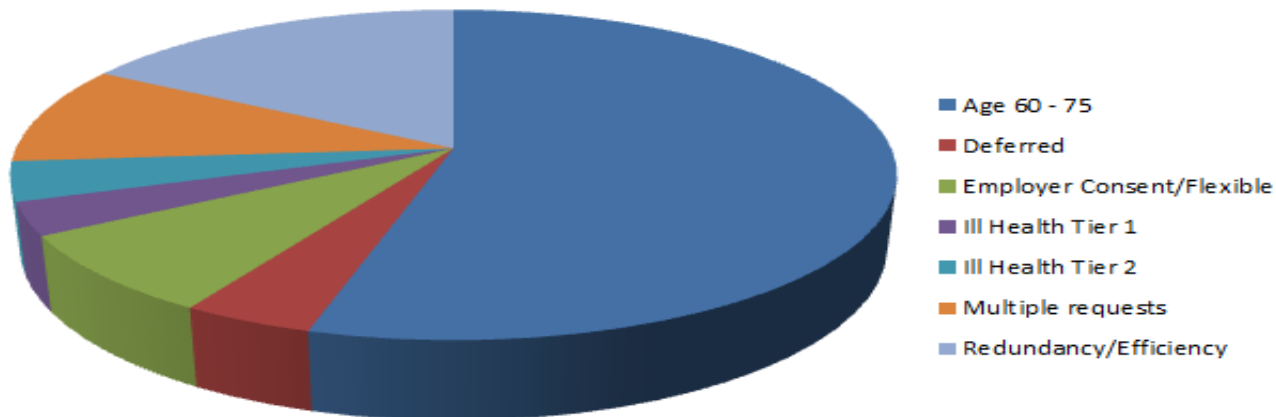
“NESPF performance shows five of the seven key measurements above 90% for 2015/16”

Retirement notifications



“New workflows developed by staff were introduced from the start of 2015/16”

Retirement estimates



“The new workflows allow us to monitor workload in the office and provide accurate reporting”

Electronic Data Quantity

NESPF provide 2 methods of communication for employers to securely submit electronic data as detailed in the Pensions Administration Strategy:

- Employer Services is available to all employers for starter, amendment and leaver interfacing
- I-Connect is available to large employers for event processing including starters, amendments, leavers, contributions, salaries and CARE pay

Employer Services interface updates during 2015/16

Starters	Amendments	Leavers
174	49	121

I-Connect event processing during 2015/16

Starters	Amendments	Leavers	Contributions	Salaries	CARE Pay
4355	33464	3416	260665	148677	231866

“Monthly file submissions from I-Connect improves the accuracy of member data held on the pensions administration system”

Total amount of electronic starter, amendments, leavers, contributions, salaries and CARE pay system updates processed during 2015/16

682,787

For more information on electronic data submission please contact Employer Relationship Team at employer@nespf.org.uk.

Electronic Data Quality

NESPF monitor the quality as well as the quantity of data provided by employers using Employer Services and I-Connect. Data is classed as being of high, medium or low quality depending on amount of events/interface updates successfully processed.

Employer	Submission	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Aberdeen City Council	I-Connect	M	H	H	H	H	H	H	H	H	H	H	L
Aberdeenshire Council	I-Connect				M	M	M	H	M	M	M	H	M
Bon Accord Care	I-Connect	H	H	M	H	H	H	H	H	H	H	H	L
Bon Accord Support	I-Connect	H	H	M	H	H	H	H	H	H	H	H	L
Grampian Valuation Joint Board	I-Connect	M	H	M	H	M	H	H	H	H	H	H	M
Greenspace	I-Connect	H											
Northern Commuity Justice Association	I-Connect				H	H	H	H	H	H	H	H	M
NESTRANS	I-Connect				H	H	H	H	H	H	H	H	M
Police Scotland	I-Connect	H	H	H	H	H	H	H	H	H	H	H	L
The Moray Council	I-Connect	H	H	H	H	H	H	H	H	H	H	H	M
The Robert Gordon University	I-Connect	H	H	H	H	H	H	H	H	H	H	H	H
Aberdeen Cyrenians	Emp Services	H		H			H	H	H	H	H	H	
Aberdeenshire Housing Partnership	Emp Services		H		H				H				H
Aberlour	Emp Services	H	H	H		H							H
Cairngorm Outdoor Access Trust	Emp Services	H						H			H		H
First Aberdeen	Emp Services	H			H								
Moray College	Emp Services	H	H	H	H	H	H	M	H		H	H	
North East Sensory Services	Emp Services						H	H			H		
North East Scotland College	Emp Services		M	H	H	H	M	H	H	H			H
Peterhead Port Authority	Emp Services												H
Scottish Water	Emp Services	H	H	H	H	H	H	H	H	H	H	H	H

“The majority of electronic data received throughout the year was of high quality although there were issues at year end which have been promptly resolved by employers providing additional submissions.”

New Scheme Requirement – CARE Pay

A significant new scheme requirement is for employers to provide NESPF with cumulative CARE pay. For those employers not using I-Connect the ALCARE spreadsheet can be used to provide cumulative CARE pay monthly or at year end - **NESPF preference is monthly so that any data issues can be identified and resolved well in advance of March 2016.**

Provision of CARE Pay monthly using ALCARE

Aberdeen International Youth Festival	Aberdeen Cyrenians	Aberlour Childcare Trust
Archway	Forth and Oban	Fraserburgh Harbour Commissioners
Gordon Rural Action	Inspire	Moray College
North East Sensory Services	Peterhead Port Authority	Robertsons Facilities Aberdeen City
Robertson Facilities Aberdeenshire	Sanctuary Housing	Scottish Water
Sport Aberdeen	Tenants First	

Provision of CARE Pay monthly using I-Connect

Aberdeen City Council	Aberdeenshire Council	Bon Accord Care
Bon Accord Support	Grampian Valuation Joint Board	NESTRANS
Northern Community Justice Association	Police Scotland	The Moray Council
The Robert Gordon University		

**Percentage of membership for whom we receive CARE pay monthly
through I-Connect and ALCARE as at 31 March 2016**

97%

“Receiving monthly CARE pay will be essential for delivering member benefit statements by 31 August 2016”

For more information on CARE pay provision please contact Employer Relationship Team at employer@nespf.org.uk.

New Scheme Requirement – Discretions Policy

A significant new scheme requirement is for employers to provide NESPF with a discretions policy.

Policy on Discretions received

Aberdeen City Council	Aberdeen Cyrenians	Aberdeen Endowments Trust
Aberdeen Foyer	Aberdeen Heat and Power	Aberdeen Performing Arts
Aberdeen Sports Village	Aberdeen Youth International Festival	Aberdeenshire Housing Partnership
Aberlour	Alcohol Support Ltd	Archway
Bon Accord Care	Bon Accord Support	Cairngorm Outdoor Access Trust
Fersands and Fountain	First Aberdeen	Forth & Oban
Fraserburgh Harbour Commissioners	Gordon Rural Action	Grampian Valuation Joint Board
Home Start Aberdeen	Inspire	Mental Health Aberdeen
Middlefield Community Project	Moray College	North East Scotland College
North East Sensory Services	Pathways	Peterhead Port Authority
Printfield Community Project	Robert Gordons College	Sanctuary Housing
Scotland's Lighthouse and Museum Trust	Scottish Fire and Rescue	Scottish Police Authority
Scottish Water	Sport Aberdeen	St Machar Parent Support
Tenants First	The Manor Project	The Moray Council
The Robert Gordon University	Visit Scotland	

**Percentage of employers who have provided a policy on
discretions as at 31 March 2016**

80%

“Employers are required by law to provide NESPF with a policy on discretions”

For more information on discretions policy please contact Employer Relationship Team at employer@nespf.org.uk.