![North East Scotland PENSION FUND]

Performance Reporting as at 31 December 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 2016 to 31 December 2016** and focuses on NESPF key performance measurements and the quantity and quality of electronic data received from employers.

NESPF performance measurement	Target	Amount	Achieved	Percentage
Notification of death in service	5 days	36	30	83%
Notification of retirement estimate	10 days	700	689	98%
Notification of retirement benefits	10 days	1024	1002	98%
Notification of deferred benefits	10 days	1272	958	75%
Notification of refund	10 days	1189	909	76%
Notification of transfer in value	10 days	71	64	90%
Notification of transfer out value	10 days	216	208	96%
Benefit statements issued to active members prior to 31 August 2016	100%	23398	23308	99%
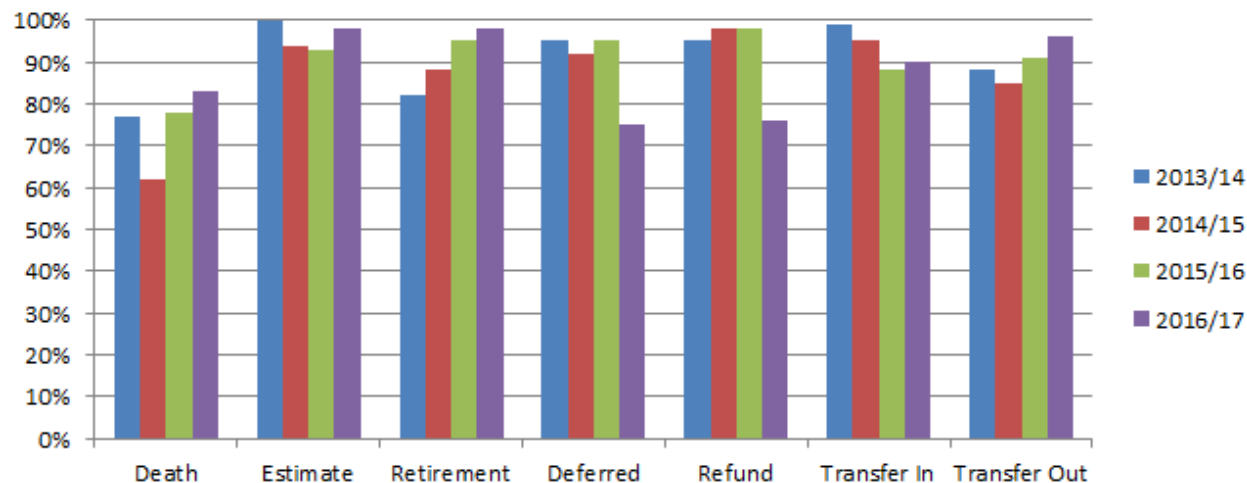
"Five of the seven measurements are all above 2015/16 performance and Deferred/Refund processing will continue to be targeted in final quarter"

Electronic Data Quantity from Employers

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 2016/17		
Starters	Amendments	Leavers
165	61	74

I-Connect event processing during 2016/17					
Starters	Amendments	Leavers	Contributions	Salaries	CARE Pay
1715	5772	1245	112239	107600	107644

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

Total amount of electronic updates provided by employers during 2016/17	*336,515*

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

Electronic Data Quality from Employers

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 and validated.

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

data will be provided in January (previously November)

"Nothing other than high quality data has been received throughout the year which helps NESPF comply with new scheme and The Pensions Regulator requirements"