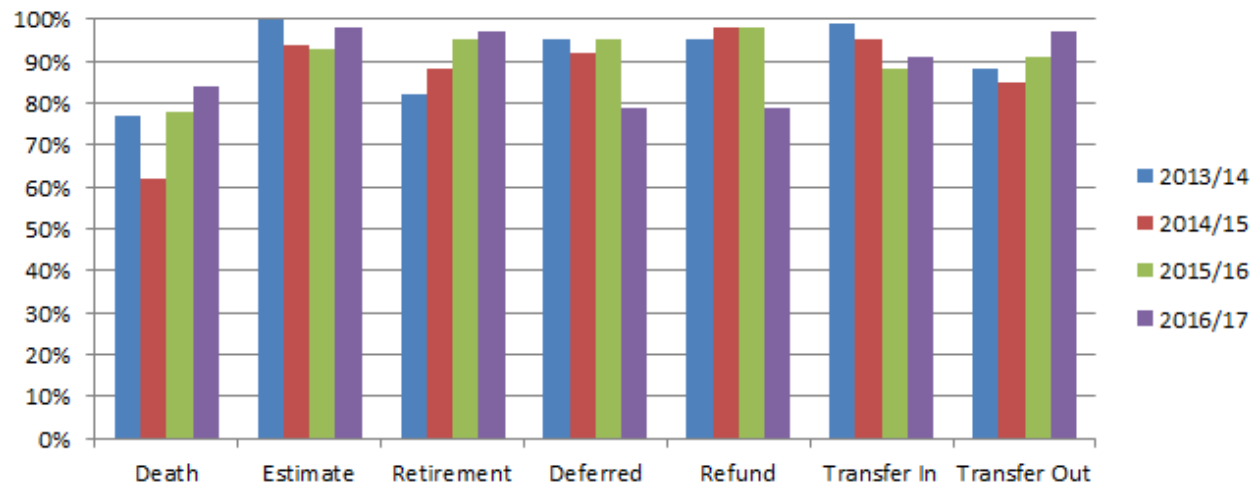


Performance Reporting as at 31 March 2017

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 March 2017** 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	45	38	84%
Notification of retirement estimate	10 days	926	911	98%
Notification of retirement benefits	10 days	1372	1337	97%
Notification of deferred benefits	10 days	1627	1291	79%
Notification of refund	10 days	1459	1157	79%
Notification of transfer in value	10 days	96	87	91%
Notification of transfer out value	10 days	293	284	97%
Benefit statements issued to active members prior to 31 August 2016	100%	23398	23308	99%



“Five of the seven measurements exceeded 2015/16 performance and changes introduced in February should see Deferred and Refund processing return to previous year’s level of performance during 2017/18”

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
207	80	104

I-Connect event processing during 2016/17

Starters	Amendments	Leavers	Contributions	Salaries	CARE Pay
4029	12430	3256	184205	178650	176274

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

Total amount of electronic updates provided by employers during 2016/17

559,235

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	H	H	H
Aberdeenshire Council	I-Connect										M	M	M
Bon Accord Care	I-Connect	H	H	H	H	H	H	H	H	H	H	H	H
Bon Accord Support	I-Connect	H	H	H	H	H	H	H	H	H	H	H	H
Grampian Valuation Joint Board	I-Connect	H	H	H	H	H	H	H	H	H	H	H	H
NESTRANS	I-Connect										M	M	H
Northern Community Justice Association	I-Connect										H	H	M
Police Scotland	I-Connect	H	H	H	H	H	H	H	H	H	H	H	H
The Moray Council	I-Connect	H	H	H	H	H	H	H	H	H	H	H	H
The Robert Gordon University	I-Connect	H	H	H	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			H	
First Bus	Emp Services						H	H	H			H	H
Moray College	Emp Services	H	H	H	H	H	H	H	H	H	H	H	H
North East Scotland College	Emp Services	H	H	H	H	H	H		H	H	H	H	
North East Sensory Services	Emp Services								H			H	H
Osprey Housing	Emp Services		H					H	H	H			H
Outdoor Access Trust Scotland	Emp Services			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	H	H	H

“Monthly submissions helps NESPF comply with new scheme and The Pensions Regulator requirements”