

Pension Administration Strategy



Quarterly Reporting | June 2017

1. NESPF performance to 30 June

1.1 Key administration tasks

Administration Task	Target	Amount	Achieved	Percentage
Notification of death in service	5 days	13	9	69%
Notification of retirement estimate	10 days	248	241	97%
Notification of retirement benefits	10 days	367	349	95%
Notification of deferred benefits	10 days	176	158	90%
Notification of refund	10 days	326	277	85%
Notification of transfer in value	10 days	25	24	96%
Notification of transfer out value	10 days	75	74	99%

1.2 Previous years comparison



2. Employer performance to 30 June

2.1 Signed PLO statements received (46%)

Pension Liaison Officers			
Aberdeen City Council	Aberdeen Cyrenians	Aberdeen Endowments Trust	Aberdeen Foyer
Aberdeen Heat and Power	Aberlour Childcare Trust	Alcohol & Drugs Action	Archway
Bon Accord Care	Bon Accord Support	Outdoor Access Trust for Scotland	Fraserburgh Harbour
Middlefield Community Project	Moray College	North East Scotland College	North East Sensory Services
Pathways	Peterhead Port Authority	Printfield Community Project	Robert Gordons College
Scottish Fire and Rescue	Scottish Water	Sport Aberdeen	St Machar Parent Support Project
Visit Aberdeenshire	Xerox		

2.2 Policy on discretions received (85%)

Employers			
Aberdeen City Council	Aberdeen Cyrenians	Aberdeen Endowments Trust	Aberdeen Foyer
Aberdeen Heat and Power	Aberdeen Performing Arts	Aberdeen Sports Village	AIYF
Aberdeenshire Council	Aberlour	Archway	Bon Accord Care
Bon Accord Support	Outdoor Access Trust for Scotland	Fersands and Fountain	First Aberdeen
Forth & Oban (City)	Fraserburgh Harbour	Gordon Rural Action	Grampian Valuation Joint Board
Home Start Aberdeen	Inspire	Mental Health Aberdeen	Middlefield Community Project
Moray College	NESTRANS	North East Scotland College	North East Sensory Services
Osprey Housing	Pathways	Peterhead Port Authority	Printfield Community Project
Robert Gordons College	Robert Gordon University	Sanctuary Housing	Sanctuary Scotland Scottish Fire and Rescue
Scottish Fire and Rescue	Scotland's Lighthouse Museum	Scottish Police Authority	Scottish Water
Sport Aberdeen	St Machar Parent Support Project	Station House Media Unit	The Moray Council
Visit Scotland	Xerox		

2.3 Quantity of data received (119,637)

I-Connect events processed	Total
Starters (new start and opt in)	518
Amendments (address, personal details, hours and absence)	5335
Leavers (exit and opt out)	329
Contributions (employee, employer and additional)	38657
Salary	37387
Cumulative CARE pay	37124
Works address	287

2.4 Quality of data received

Green	I-Connect events processed and validated by ERT
Amber	I-Connect events processed however missing or incorrect data identified by ERT
Red	I-Connect events not processed

Employer	Submission	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Aberdeen City Council	Extract File												
Aberdeenshire Council	Extract File												
Bon Accord Care	Extract File												
Bon Accord Support	Extract File												
Grampian Valuation Joint Board	Extract File												
Moray Council	Extract File												
NESTRANS	Extract File												
Police Scotland (Aberdeen)	Extract File												
Robert Gordon University	Extract File												
Moray College*	Extract File												
Scottish Water *	Extract File												
Sport Aberdeen *	Extract File												
Aberdeen Endowments Trust	Online Return												
Aberdeen Cyrenians	Online Return												

Aberdeen Foyer	Online Return												
Aberdeen Heat and Power	Online Return												
Aberdeen Performing Arts	Online Return												
Aberdeen Sports Village	Online Return												
Aberlour Child Care Trust	Online Return												
Aberdeen International Youth Festival	Online Return												
Archway	Online Return												
City Moves Dance Agency	Online Return												
Alcohol & Drugs Action	Online Return												
Fersands and Fountain	Online Return												
First Aberdeen	Online Return												
Forth and Oban (City)	Online Return												
Forth and Oban (Shire)	Online Return												
Fraserburgh Harbour	Online Return												
Gordon Rural Action	Online Return												
Homestart Aberdeen	Online Return												
Homestart NEA	Online Return												
ID Verde	Online Return												
Inspire	Online Return												
Mental Health Aberdeen	Online Return												
Middlefield Community Project	Online Return												
North East Sensory Services	Online Return												
Osprey Housing	Online Return												
Outdoor Access Trust Scotland	Online Return												
Pathways	Online Return												
Peterhead Port Authority	Online Return												
Printfield Community Project	Online Return												
Police Scotland (Glasgow)	Online Return												
Robert Gordon College	Online Return												
Robertson FM City	Online Return												
Robertson FM Shire	Online Return												
Sanctuary Housing	Online Return												
Sanctuary Scotland	Online Return												
SCARF	Online Return												

Scotlands Lighthouse Museum	Online Return												
Scottish Fire and Rescue	Online Return												
Sport Aberdeen	Online Return												
St Machar Parent Support Project	Online Return												
Station House Media Unit	Online Return												
Visit Scotland	Online Return												
Xerox	Online Return												
North East Scotland College	ALCARE												

*Receiving testing files for main file extract submissions