

Pension Administration Strategy



Quarterly Reporting | December 2017

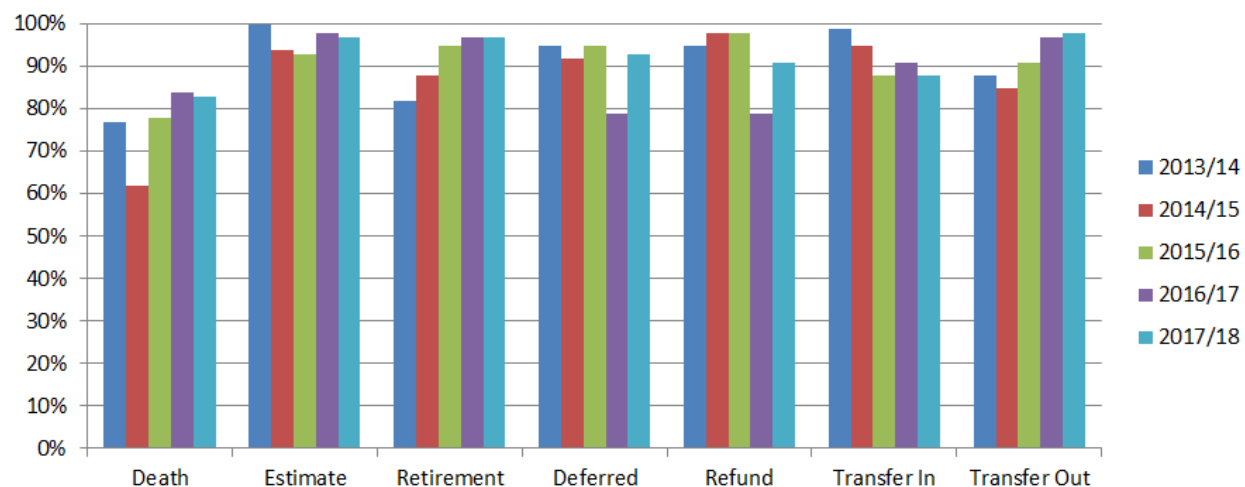
1. NESPF performance to 31 December

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. The Pension Fund aims to provide the information below within the agreed timescales shown.

Administration Task	Target	Amount	Achieved	Percentage
Notification of death in service	5 days	36	30	83%
Notification of retirement estimate	10 days	663	644	97%
Notification of retirement benefits	10 days	1260	1223	97%
Notification of deferred benefits	10 days	797	744	93%
Notification of refund	10 days	1027	935	91%
Notification of transfer in value	10 days	85	75	88%
Notification of transfer out value	10 days	314	308	98%

1.2 Previous years comparison



2. Employer performance to 30 September

2.1 Policy on discretions received (85%)

Each Scheme employer is required under regulation 58 of the Local Government Pension Scheme (Scotland) Regulations 2014 to prepare a written statement of its policy on how it will exercise various discretions provided by the Scheme. This 'discretions policy' must be kept under review by employers and revised as necessary.

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	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			

2.2 Signed PLO statements received (46%)

Following the revision of the NESPF Pension Administration Strategy in April 2018 each Scheme employer must designate a named individual to act as a Pension Liaison Officer, the main contact with regard to any aspect of administering the Local Government Pension Scheme (LGPS).

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		

2.3 Quantity of data received (565,739)

All Scheme employers are now required to provide monthly data using I-Connect, by way of a monthly file extracted from the payroll system or by completing electronic forms for individual members.

I-Connect events processed	Total
Starters (new start and opt in)	3118
Amendments (address, personal details, hours and absence)	19284
Leavers (exit and opt out)	2278
Contributions (employee, employer and additional)	182426
Salary	180334
Cumulative CARE pay	175447
Works address	2852

2.4 Quality of data received

The quality of data received from Scheme employers is assessed and checked by the Employer Relationship Team (ERT). Red, Amber and Green flags will be used to assess the quality of the data. The Pension Fund will seek, at the earliest opportunity, to work closely with Scheme employers in identifying areas of unsatisfactory performance, and provide the necessary training and development for improvement.

Since the introduction of the requirement to provide monthly information in this format the quality of the data received through i-Connect has been of a very high standard. This allows the Fund to provide accurate and up to date information to members, meet the requirements of The Pension Regulator and improved the accuracy of the financial information held for the valuation of the Fund.

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
Blank	Data not provided (as at 31 December 2017)

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													
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													
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													

*Currently receiving test files for main file extract submissions