



North East Scotland Pension Fund
nespf

Pension Administration Strategy

Quarterly Reporting June 2022

1. NESPF performance from 1st April to 30th June

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 | Completed cases during reporting period | | | Additional targets for completed cases during reporting period | | | | Uncompleted cases during reporting period | |
|-------------------------------------|---------|---|----------|------------|--|-----------|-----------|-------------|---|-----------|
| | | Cases | Achieved | Percentage | + 5 days | + 10 days | + 20 days | > + 20 days | Cases | Revised % |
| Notification of death in service | 5 days | 8 | 8 | 100.0% | | | | | | 100.0% |
| Notification of retirement estimate | 10 days | 133 | 133 | 100.0% | | | | | | 100.0% |
| Notification of retirement benefits | 10 days | 563 | 525 | 93.3% | 96.1% | 98.0% | 99.6% | 2 | 25 | 89.3% |
| Notification of deferred benefits | 10 days | 459 | 456 | 99.3% | 99.8% | 99.8% | 99.8% | 1 | 9 | 97.4% |
| Notification of refund | 10 days | 263 | 261 | 99.2% | 100.0% | | | | 2 | 98.5% |
| Notification of transfer in value | 10 days | 54 | 44 | 81.5% | 85.2% | 88.9% | 94.4% | 3 | | 81.5% |
| Notification of transfer out value | 10 days | 172 | 93 | 54.1% | 65.1% | 75.0% | 78.5% | 37 | | 54.1% |
| | | 1652 | 1520 | 92.0% | | | | 43 | 36 | 90.0% |

Completed cases during reporting period - reporting output is based on 5 and 10 day targets built into workflow cases for processing administration tasks as declared in the pension administration strategy:

- Percentages continue to improve, 92% and 90% this period compared with 88% and 81% in Q1 2021/22.

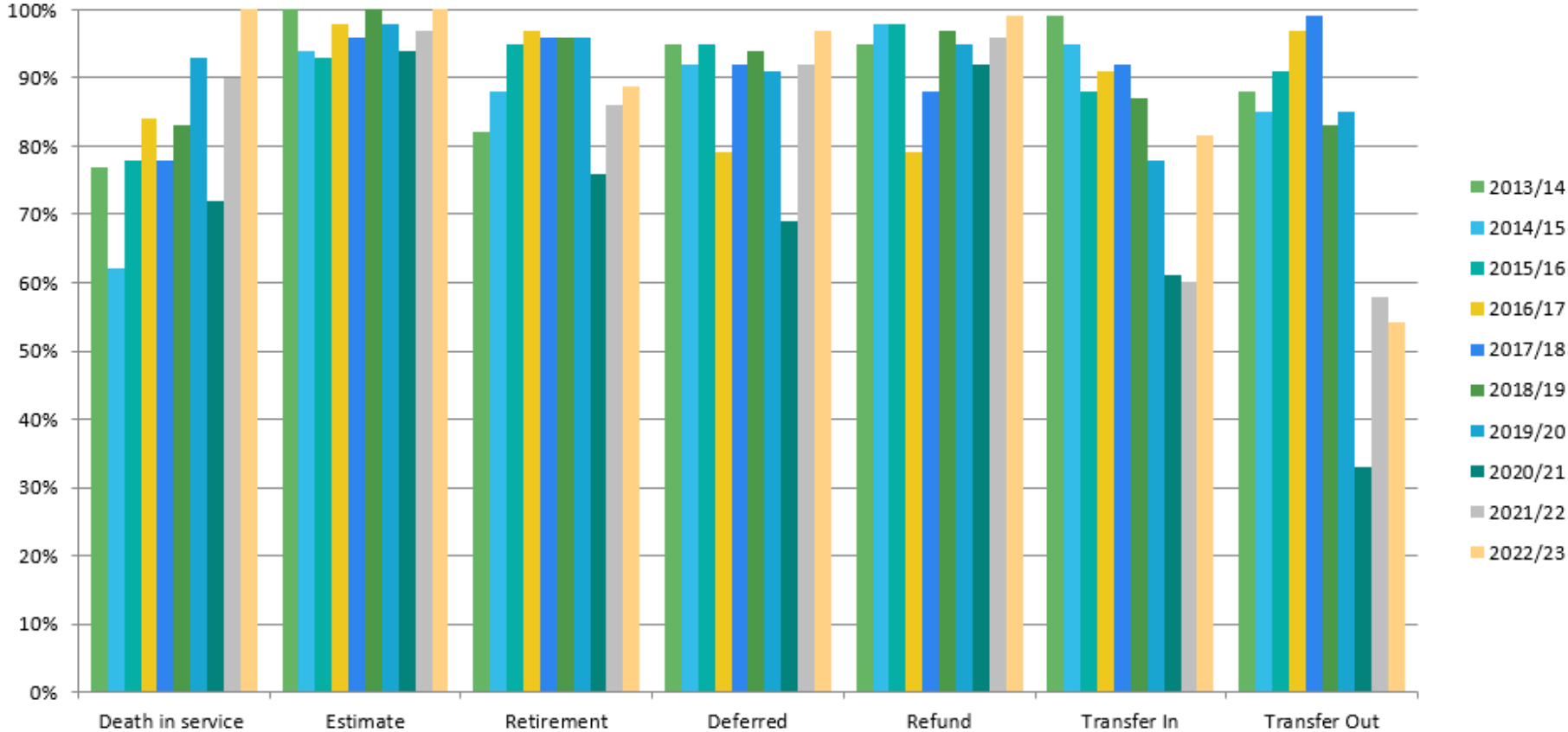
Additional targets for completed cases during reporting period - reporting output is based on adding 5/10/20 days to the 5 and 10 day targets built into workflow cases for processing administration tasks:

- Cases taking more than 20 days continue to reduce, 43 this period compared with 49 in Q1 2021/22.

Uncompleted cases during reporting period - cases identified that were due to be completed and do not have a Reply Due date set in advance of the end of the reporting period:

- *Uncompleted cases continue to reduce, 37 this period compared with 94 in Q1 2021/22.*

1.2 Previous years comparison

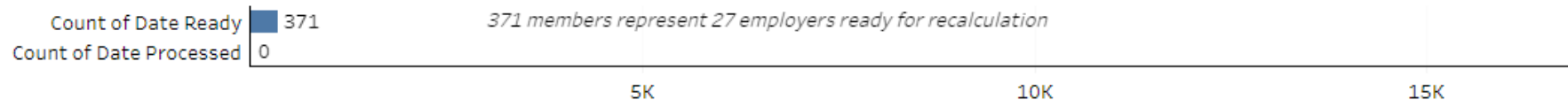


1.3 McCloud remedy

In December 2018 the Court of Appeal ruled in *McCloud v Ministry of Justice* that “transitional protection” offered to some members as part of pension reform amounted to unlawful discrimination. In July 2019 following employment tribunal Government stated difference in treatment would be remedied across all public sector schemes.

This dashboard provides an update on progress made to extend protections by recalculating benefits for all eligible members in accordance with the new regulations - recalculations will commence when the final regulations are published.

Eligible members



Count of Date Ready is the total number of eligible members ready for the revised calculation and *Count of Date Processed* is the total number of eligible members processed by the revised calculation.

Provisional guaranteed amounts

| McCloud Status | Eligible Members | Provisional Cost | Provisional Members |
|----------------|------------------|------------------|---------------------|
| Active | 0 | Null | 0 |
| Deferred | 0 | Null | 0 |
| Undecided | 0 | Null | 0 |

This is the provisional future cost of benefits identified during the 1 April 2015 to 31 March 2022 remedy period for members taking their benefits at NPA/Age65.

Final guaranteed amounts

| McCloud Status | Eligible Members | Final Cost | Final Members |
|----------------|------------------|------------|---------------|
| Deceased | 0 | Null | 0 |
| Leaver | 0 | Null | 0 |
| Pensioner | 0 | Null | 0 |
| Undecided | 0 | Null | 0 |

This is the additional cost of benefits identified during the 1 April 2015 to 31 March 2022 remedy period for benefits already paid to members.