

North East Scotland Pension Fund
nespf

Pension Administration Strategy

Quarterly Reporting 30th September 2022

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

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	22	19	86.4%	90.9%	90.9%	90.9%	2		86.4%
Notification of retirement estimate	10 days	245	243	99.2%	99.2%	99.2%	100.0%		4	97.6%
Notification of retirement benefits	10 days	1101	1047	95.1%	97.1%	98.5%	99.5%	5	59	90.3%
Notification of deferred benefits	10 days	946	938	99.2%	99.5%	99.6%	99.6%	4	13	97.8%
Notification of refund	10 days	733	721	98.4%	99.2%	99.5%	99.7%	2	6	97.6%
Notification of transfer in value	10 days	88	73	83.0%	86.4%	88.6%	92.0%	7	8	76.0%
Notification of transfer out value	10 days	268	160	59.7%	69.0%	76.5%	81.7%	49		59.7%
		3403	3201	94.1%				69	90	91.6%

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:

- Overall revised percentage remains above 90%.

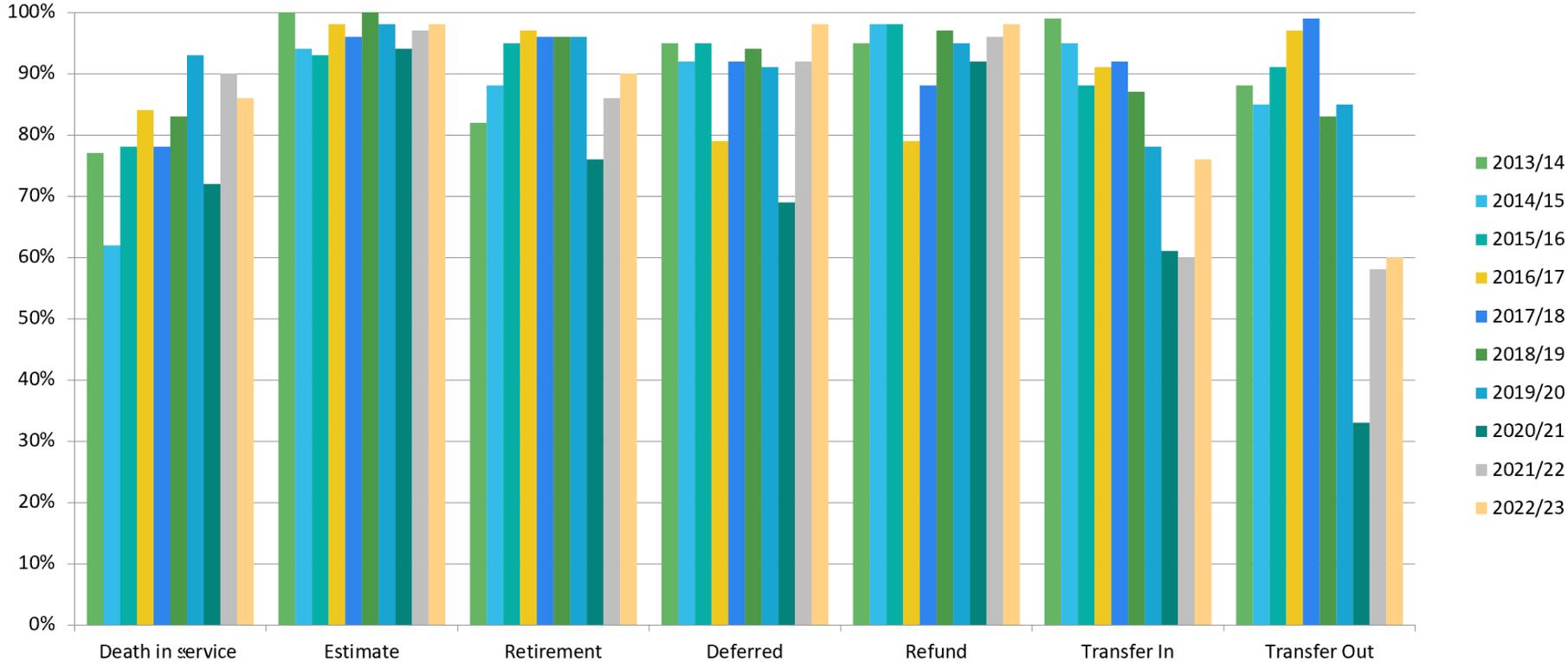
Additional targets for completed cases during reporting period - reporting output is based on adding 5/10/20 days to the 5 and 10 day targets built into workflow cases for processing administration tasks:

- Cases more than 20 days over target continue to reduce, 69 this period compared to 128 in Q2 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, 90 this period compared to 144 in Q2 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.