

Pension Administration Strategy



Quarterly Reporting | March 2020

1. NESPF performance from 1st April to 31st March

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	Completed cases during reporting period				Additional targets for completed cases during reporting period				Uncompleted cases during reporting period	
	Target	Cases	Achieved	Percentage	+ 5 days	+ 10 days	+ 20 days	> + 20 days	Cases	Revised %
Notification of death in service	5 days	41	38	92.7%	97.6%	100.0%		0	2	88.4%
Notification of retirement estimate	10 days	1012	1009	99.7%	99.8%	99.9%	99.9%	1	17	98.1%
Notification of retirement benefits	10 days	2024	1984	98.0%	98.8%	99.2%	99.7%	7	48	95.8%
Notification of deferred benefits	10 days	1217	1185	97.4%	97.4%	97.4%	98.8%	15	85	91.0%
Notification of refund	10 days	1407	1401	99.6%	99.6%	99.6%	99.7%	4	66	95.1%
Notification of transfer in value	10 days	71	65	91.5%	92.9%	94.3%	94.3%	4	6	84.4%
Notification of transfer out value	10 days	424	327	77.1%	88.8%	92.8%	97.4%	31	8	75.7%
		6196	6009	97.0%				62	232	93.5%

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:

- *Percentage achieved remains at 97% as does the revised percentage at 94%*
- *Since introduction of the Care scheme in 2015/16 the overall revised percentages achieved have been 95%, 88%, 95%, 96% and 94%.*

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:

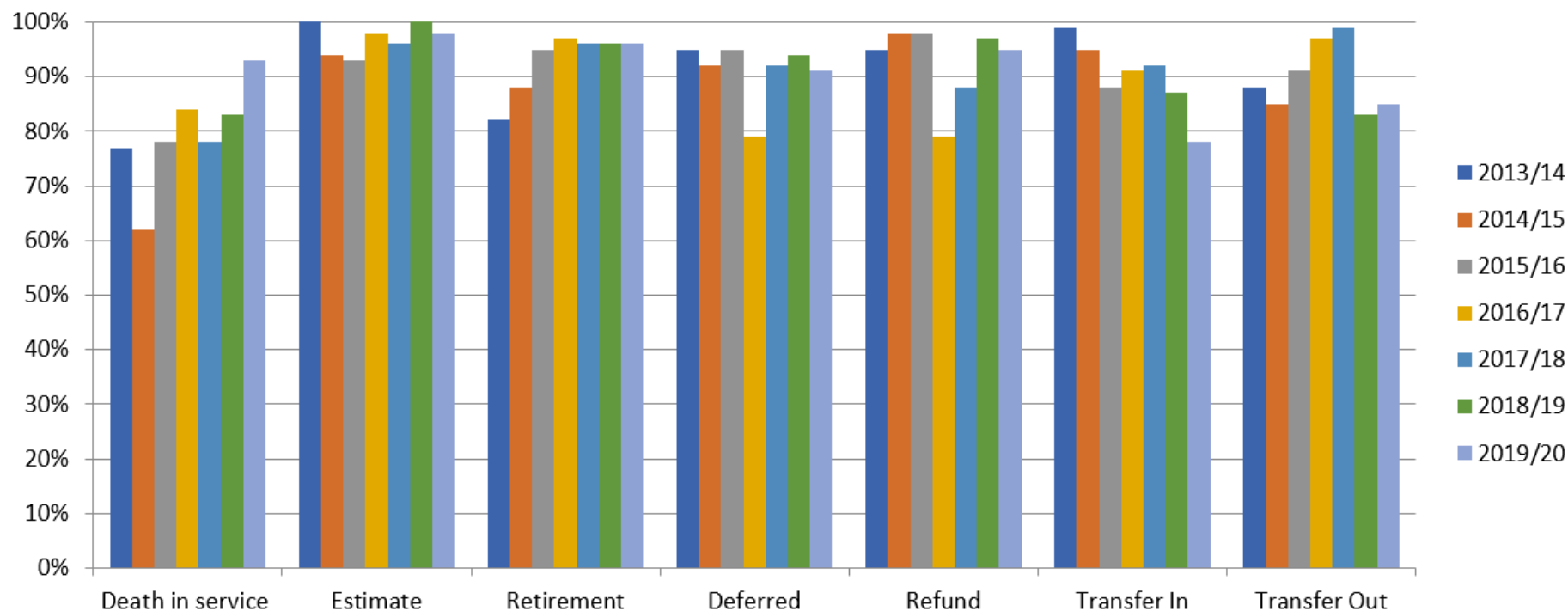
- *100% achieved for death in service within 15 days*
- *62 completed in over 30 days, this amounts to 1% of completed cases*

- *Transfers Out Taking more than + 20 days increased from 8 at end of third quarter to 31 at end of fourth quarter as a result of having to prioritise increased volume of retirements because of changes to the regulations for deferred members and employers continuing to reduce their workforce through VS/ER.*

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:

- *232 cases were identified and contributed to the revised percentages*
- *The fourth quarter saw 106 identified compared to 25 in the third quarter, Deferred processing increased from 28 at end of third quarter to 85 at end of fourth quarter as a result of having to prioritise processing all the 2019/2020 i-Connect files for Aberdeen City Council prior to year-end.*

1.2 Previous years comparison



2. Employer performance from 1st April to 31st March

2.1 Policy on discretions received (85%)

Each Scheme employer is required under regulation 58 of the Local Government Pension Scheme (Scotland) Regulations 2018 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	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 Scotland	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 regarding 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
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 (979,629)

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)	5,125
Amendments (address, personal details, hours and absence)	41,490
Leavers (exit and opt out)	4,196
Contributions (employee, employer and additional)	309,519
Salary	309,637
Cumulative CARE Pay	297,847
Works address	11,815

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 st March 2020)

* Data was provided in bulk (March 2020) following the introduction of a new payroll system, as at 31/03/2020 all data is received

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												
Scottish Fire and Rescue Service	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												
Archway	Online Return												
City Moves Dance Agency	Online Return												
Alcohol & Drugs Action	Online Return												
Fersands and Fountain	Online Return												
First Aberdeen	Online Return												

