

## PENSIONS ADMINISTRATION PERFORMANCE

*Contact Officers*

Nancy Leroux, 01895 250353

*Papers with this report*

Nil

### SUMMARY

This report summarises the key work areas of the pension's administration section for each month during the period 1 January 2012 to 31 March 2012. Performance has previously been reported quarterly, however, to improve transparency and to review trends this has been done monthly for this report. The local targets shown are within the nationally agreed targets for England and Wales. Previous full year performance data is included in the Annual Report for the fund. All data shown is extracted from the London Borough of Hillingdon Pensions Administration System.

### RECOMMENDATION

**That the contents of the report be noted.**

### Background

From September 2010, Pensions Administration was combined with Payroll under a single manager. The performance report below shows the monthly performance for the last quarter of 2011. The monthly performance indicator reports are sent to officers in HR responsible for the day to day administration of the scheme. Current monthly performance is being closely monitored.

From 1 April 2012 CAPITA Hartshead has been managing the Pensions Administration contract and so, going forward, this report will be amended to include details of the administration contract in addition to administration performance.

## PENSIONS ADMINISTRATION PERFORMANCE

WORK AREA	Hillingdon Target	Jan 2012		Feb 2012		Mar 2012	
		Total Cases	Percentage in target	Total Cases	Percentage in target	Total Cases	Percentage in target
Condolence Letter	2 Days	22	95.45%	8	100.00%	18	100.00%
Actual Retirement Benefits Letter notifying Dependants Bens	5 Days	24	79.17%	14	85.71%	12	75.00%
Process Refund	5 Days	8	75.00%	4	100.00%	3	33.33%
Transfers in Actual	5 Days	0	N/A	2	100.00%	0	N/A
Transfers in quote	5 Days	6	33.33%	6	83.33%	1	0.00%
Answer General Letter	5 Days	6	50.00%	2	50.00%	4	100.00%
Calc/Notify Deferred Estimate of Retirement Benefits	7 Days	81	100.00%	70	100.00%	51	100.00%
Transfers Out Quote	10 Days	13	30.77%	10	60.00%	2	0.00%
Transfers Out Actual	10 Days	49	91.84%	79	92.41%	28	78.57%
New Entrants	5 Days	1	N/A	9	77.78%	4	50.00%
Answer ABS Query	9 Days	2	100.00%	1	100.00%	1	100.00%
Added Years	20 Days	54	100.00%	32	93.75%	31	96.77%
TOTALS	10 Days	1	0.00%	0	N/A	0	N/A
Redundancy Under 55	10 Days	0	N/A	0	N/A	0	N/A
		267	88.76%	237	92.41%	155	89.03%
	5 Days	0	N/A	4	25%	2	50.00%

---

PART I - MEMBERS, PRESS & PUBLIC