

## Pensions Administration Performance

Contact Officers

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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 July 2011 to 30 September 2011. 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 Pensions Administration System.

### RECOMMENDATIONS

**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 second quarter of 2011. The monthly performance indicator reports are sent to officers in HR responsible for the day to day administration of the scheme. The drop in performance, specifically in the areas of Actual Retirement Benefits (66.67%) and Letter notifying Dependants Benefits (50.00%) was mainly attributable to staffing shortages and prioritisation of work. Additional temporary staff have now been appointed which should help to alleviate the position. Indeed performance in October is showing an improvement.

Improving performance in pension's administration is a key priority for officers from Corporate Finance and HR.

## PENSIONS ADMINISTRATION PERFORMANCE

WORK AREA	Hillingdon Target	Jul-11		Aug-11		Sep-11	
		Total Cases	Percentage in target	Total Cases	Percentage in target	Total Cases	Percentage in target
Condolence Letter	2 Days	14	100.00%	13	100.00%	12	100.00%
Actual Retirement Benefits Letter notifying Dependants Bens	5 Days	25	92.00%	36	88.89%	45	66.67%
Process Refund	5 Days	5	100.00%	1	0.00%	4	50.00%
Transfers in Actual	5 Days	2	50.00%	0	100.00%	5	40.00%
Transfers in quote	5 Days	10	60.00%	9	88.89%	4	25.00%
Answer General Letter	5 Days	8	100.00%	9	55.56%	10	70.00%
Calc/Notify Deferred Estimate of Retirement Benefits	7 Days	91	97.80%	73	100.00%	77	100.00%
Transfers Out Quote	10 Days	112	68.75%	50	78.00%	28	89.29%
Transfers Out Actual	10 Days	102	99.02%	65	86.15%	68	86.76%
New Entrants	5 Days	7	57.14%	2	0.00%	6	50.00%
Answer ABS Query Added Years	9 Days	6	83.33%	5	80.00%	5	40.00%
TOTALS	20 Days	24	100.00%	29	100.00%	3	66.67%
Redundancy Under 50	10 Days	1	100.00%	3	100.00%	3	100.00%
	10 Days	0	100.00%	0	100.00%	0	100.00%
		407	87.96%	295	88.81%	270	83.33%
	5 Days	12	75.00%	11	36.36%	5	0.00%