

## 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 October 2011 to 31 December 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 third 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.

Performance in this format will continue to be monitored over the remainder of this financial year. However, from 1 April 2012 CAPITA Hartshead will be managing the Pensions Administration contract and so this report will be revised to include a report on the management of the whole contract, including performance.

## PENSIONS ADMINISTRATION PERFORMANCE

WORK AREA	Hillingdon Target	Oct- 2011		Nov- 2011		Dec- 2011	
		Total Cases	Percentage in target	Total Cases	Percentage in target	Total Cases	Percentage in target
Condolence Letter	2 Days	9	100.00%	9	100.00%	9	88.89%
Actual Retirement Benefits Letter notifying Dependants Bens	5 Days	25	92.00%	18	55.56%	18	94.44%
Process Refund	5 Days	1	100.00%	4	50.00%	3	100.00%
Transfers in Actual	5 Days	0	100.00%	0	100.00%	3	66.67%
Transfers in quote	5 Days	8	50.00%	13	61.54%	4	50.00%
Answer General Letter	5 Days	20	95.00%	12	83.33%	6	66.67%
Calc/Notify Deferred Estimate of Retirement Benefits	7 Days	72	100.00%	100	100.00%	41	100.00%
Transfers Out Quote	10 Days	20	35.00%	8	50.75%	10	30.00%
Transfers Out Actual	10 Days	71	87.32%	59	84.75%	53	83.02%
New Entrants	5 Days	8	62.50%	4	75.00%	0	100.00%
Answer ABS Query	9 Days	10	70.00%	2	100.00%	1	100.00%
Added Years	20 Days	140	97.86%	82	95.12%	43	97.67%
TOTALS	10 Days	4	100.00%	1	100.00%	0	100.00%
Redundancy Under 50	10 Days	0	100.00%	3	33.33%	0	100.00%
		388	91.21%	315	82.25%	191	87.43%
		7	42.86%	9	33.33%	6	33.33%

