

Hillingdon Pensions Administration - Key Performance Indicators 2017-18

Activity	Measure	Impact	Target	Apr		May		Jun		Commentary
Scheme members	Pensioners, Active & Deferred	n/a	n/a							
New starters set up	n/a	n/a	n/a							
ABS sent - Councillors	Statutory deadline	n/a	Due by 31 Aug							
ABS sent - Active	Statutory deadline	n/a								
ABS sent - Deferred	Statutory deadline	n/a								
				Volume	Score	Volume	Score	Volume	Score	
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	0	100%	0	100%	0	100%	
Award dependent benefits	10 working days	H	100%	0	100%	0	100%	0	100%	
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	0	100%	0	100%	0	100%	
Payment of lump sum made	10 working days	H	100%	0	100%	0	100%	0	100%	
Calculation of spouses benefits	10 working days	M	100%	0	100%	0	100%	0	100%	
Transfers In - Quote (Values)	20 working days	L	100%	0	100%	0	100%	0	100%	
Transfers In - Payments	20 working days	L	100%	0	100%	0	100%	0	100%	
Transfers Out - Quote	20 working days	L	100%	0	100%	0	100%	0	100%	
Transfers Out - Payments	20 working days	L	100%	0	100%	0	100%	0	100%	
Employer estimates provided	10 working days	M	100%	0	100%	0	100%	0	100%	
Employee projections provided	10 working days	L	100%	0	100%	0	100%	0	100%	
Refunds	20 working days	L	100%	0	100%	0	100%	0	100%	
Deferred benefit notifications	20 working days	L	100%	0	100%	0	100%	0	100%	
Complaints received- Admin	n/a	n/a	n/a	0	n/a	0	n/a	0	n/a	
Complaints received- Regulatory	n/a	n/a	n/a	0	n/a	0	n/a	0	n/a	
Compliments received	n/a	n/a	n/a	0	n/a	0	n/a	0	n/a	
Queries Handled by Helpdesk	n/a	n/a	n/a	0	n/a	0	n/a	0	n/a	