



Hillingdon Pensions Administration - Key Performance Indicators 2017-18

Activity	Measure	Impact	Target	Apr	May	Jun	Commentary			
Scheme members	Pensioners, Active & Deferred			21639						
New starters set up/welcome letters				102						
ABS sent - Councillors	Statutory deadline		Due by 31 Aug							
ABS sent - Active	Statutory deadline									
ABS sent - Deferred	Statutory deadline									
				Volume	Score	Volume	Score	Volume	Score	
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	14	93%	0		0		1 case late
Payment of death grant made	10 working days	H	100%	0	NA	0		0		
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	19	89%	0		0		2 cases late - one of which was inherited backlog from pre 1 Nov 2016
Payment of lump sum made	10 working days	H	100%	16	100%	0		0		
Calculation of spouses benefits	10 working days	M	100%	5	0%	0		0		These cases are all late because of complexities and resource required to reconstruct the pensioner records
Transfers In - Quote (Values)	20 working days	L	100%	1	100%	0		0		
Transfers In - Payments	20 working days	L	100%	1	100%	0		0		
Transfers Out - Quote	20 working days	L	100%	6	100%	0		0		
Transfers Out - Payments	20 working days	L	100%	1	100%	0		0		
Employer estimates provided	10 working days	M	100%	5	100%	0		0		
Employee projections provided	10 working days	L	100%	12	58%	0		0		5 cases took longer than 10 days but forward projections only and we aim to make MSS available for this purpose
Refunds	20 working days	L	100%	4	100%	0		0		
Deferred benefit notifications	20 working days	L	100%	8	63%	0		0		3 cases late but these were all inherited backlog from pre 1 Nov 2016
Complaints received- Admin				2		0		0		1 complaint relating to late calculation of spouse's benefits (see above) 1 to late projection (see also above)
Complaints received- Regulatory				0		0		0		
Compliments received				Not recorded		0		0		
Queries Handled by Helpdesk				580		0		0		