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Hillingdon Pensions Administation - Key Performance Indicators 2017-18 Q2

Activity	Measure	Impact	Target	July		Aug		Sept		Commentary		
Scheme members	Pensioners, Active & Deferred			21510								
New starters set up/welcome letters				37								
ABS sent - Councillors	Statutory deadline		Due by									
ABS sent - Active	Statutory deadline		31 Aug									
ABS sent - Deferred	Statutory deadline											
												May/June
				Volume	Score	Volume	Score	Volume	Score			
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	7	86%	9	44%			1 case late in July. Legacy case.		Same
Payment of death grant made	10 working days	H	100%	2	NA	1	100%					DTHDGRA1
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	30	60%	17	71%					Same - deferreds exc
Payment of lump sum made	10 working days	H	100%	29	97%	27	81%					
Calculation of spouses benefits	10 working days	M	100%	2	0%	14	36%			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%	5	100%	0	100%					
Transfers In - Payments	20 working days	L	100%	0	100%	1	100%					
Transfers Out - Quote	20 working days	L	100%	0	100%	2	100%					
Transfers Out - Payments	20 working days	L	100%	0	100%	1	0%					
Employer estimates provided	10 working days	M	100%	3	67%	4	75%					
Employee projections provided	10 working days	L	100%	7	71%	10	40%			Some 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%	10	100%	8	100%					
Deferred benefit notifications	20 working days	L	100%	25	84%							
Complaints received- Admin				1		2		0				
Complaints received- Regulatory				0		0						
Compliments received				Not recorded		Not recorded		Not recorded				
Queries Handled by Helpdesk				544								