

Hillingdon Pensions Administation - Key Performance Indicators 2017-18 Q3

Activity	Measure	Impact	Target	Oct Nov		Dec		Commentary		
Scheme members	Pensioners, Active & Deferred			20,92	26					
New starters set up/welcome letters										
ABS sent - Councillors	Statutory deadline		Due by							
ABS sent - Active	Statutory deadline		31 Aug							
ABS sent - Deferred	Statutory deadline		_							
				Volume	Score	Volume	Score	Volume	Score	
Death notification acknowledged, recorded and documentation sent	5 working days	М	100%	13	85%	16	63%			New process in place from end of November should lead to 100% compliance in future
Payment of death grant made	10 working days	Н	100%	3	67%	1	100%			
Retirement notification acknowledged, recorded and documentation sent	10 working days	М	100%	51	55%	45	73%			These still include a number of backlog cases.
Payment of lump sum made	10 working days	Н	100%	45	42%	34	76%			
Calculation of spouses benefits	10 working days	М	100%	7	0%	7	86%			Complexities and respurce involved in reconstructing pensioner records leads to delays for these cases.
Transfers In - Quote (Values)	20 working days	L	100%							Workflow to be reviewed for this process as not reflective of actual numbers
Transfers In - Payments	20 working days	L	100%							·
Transfers Out - Quote	20 working days	L	100%	2	0%	9	33%			
Transfers Out - Payments	20 working days	L	100%	2	0%	3	33%			Transfers paid within statutory timescales
Employer estimates provided	10 working days	М	100%	10	80%	14	86%			
Employee projections provided	10 working days	L	100%	5	100%	6	67%			Members now encouraged to use online portal where appropriate.
Refunds	20 working days	L	100%	9	55%	1	0%			
Deferred benefit notifications	20 working days	L	100%	23	70%	27	81%			
Complaints received- Admin	1			0		1				
Complaints received- Regulatory				0		1		0		
Compliments received				Not recorded	d l	Not recorded		Not recorded		
Queries Handled by Helpdesk										