



### Hillingdon Pensions Administration - Key Performance Indicators 2017-18 Q3

Activity	Measure	Impact	Target	Sept		Oct		Nov		Dec		Jan-18		Feb-18		Commentary
Scheme members	Pensioners, Active & Deferred			20,974		20,926		20,773								
New starters set up/welcome letters										197						
						Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	10	90%	13	85%	18	67%	6	100%	10	100%	14	100%	<p>These still include a small number of backlog cases.</p> <p>1 case late January &amp; 1 late February</p> <p>Complexities and resource involved in reconstructing pensioner records leads to slight delays for these cases. 1 case late February</p> <p>Workflow to be reviewed for this process as timings measure only end to end process</p> <p>Deferred Benefit records need reconstructing before transfer calculations completed</p> <p>Only interfund adjustments paid late</p> <p>Members now encouraged to use online portal where appropriate. 1 case late February</p>
Payment of death grant made	10 working days	H	100%	1	100%	3	67%	1	100%	2	100%	2	100%	6	100%	
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	47	81%	51	55%	47	64%	21	86%	66	80%	45	100%	
Payment of lump sum made	10 working days	H	100%	40	95%	45	42%	43	70%	18	100%	26	96%	33	97%	
Calculation of spouses benefits	10 working days	M	100%	5	20%	7	0%	7	86%	7	57%	10	70%	5	80%	
Transfers In - Quote (Values)	20 working days	L	100%	0	N/A					8		10		14		
Transfers In - Payments	20 working days	L	100%	2	100%					0	N/A	1	100%	1	100%	
Transfers Out - Quote	20 working days	L	100%	4	50%	2	0%	11	73%	10	50%	15	60%	28	36%	
Transfers Out - Payments	20 working days	L	100%	5	60%	2	0%	5	60%	0	N/A	13	69%	11	100%	
Employer estimates provided	10 working days	M	100%	9	22%	10	80%	14	86%	2	100%	8	100%	5	100%	
Employee projections provided	10 working days	L	100%	18	50%	5	100%	7	57%	4	75%	3	100%	7	86%	
Refunds	20 working days	L	100%	12	92%	9	55%	1	0%	7	86%	6	83%	2	100%	
Deferred benefit notifications	20 working days	L	100%	15	100%	23	70%	29	67%	11	63%	43	74%	62	71%	
Complaints received- Admin				0		0		1		0		1		1		
Complaints received- Regulatory				0		0		1		0		0		0		
Compliments received				Not recorded		Not recorded		Not recorded		0		1		0		
Queries Handled by Helpdesk				679						346		585		520		