



Hillingdon Pensions Administration - Key Performance Indicators June 2018

Activity	Measure	Impact	Target	Jan-18		Feb-18		Mar-18		Apr-18		May-18		Jun-18		Commentary (June)
				Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	10	100%	14	100%	16	94%	17	100%	14	100%	15	73%	4 cases late
Payment of death grant made	10 working days	H	100%	2	100%	6	100%	7	100%	4	100%	2	100%	4	100%	3 cases late
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	66	80%	45	100%	24	96%	25	100%	27	96%	25	88%	
Payment of lump sum made	10 working days	H	100%	26	96%	33	97%	18	100%	22	100%	26	100%	22	95%	1 case late
Calculation of spouses benefits	10 working days	M	100%	10	70%	5	80%	3	100%	3	100%	5	80%	3	66%	1 case late
Transfers In - Quotes	20 working days	L	100%	10		14		11		6		3	100%	1	100%	Workflow is still being reviewed for this process as timings measure only end to end process
Transfers In - Payments	20 working days	L	100%	1	100%	1	100%	0	N/A	0	N/A	0	N/A	0	N/A	
Transfers Out - Quote	20 working days	L	100%	15	60%	28	36%	34	53%	13	100%	25	88%	12	100%	1 case late
Transfers Out - Payments	20 working days	L	100%	13	69%	11	100%	2	100%	3	100%	10	80%	3	66%	
Employer estimates provided	10 working days	M	100%	8	100%	5	100%	2	100%	3	100%	2	100%	11	100%	
Employee projections provided	10 working days	L	100%	3	100%	7	86%	5	60%	2	100%	2	100%	9	100%	
Refunds	20 working days	L	100%	6	83%	2	100%	3	100%	3	100%	5	100%	3	100%	
Deferred benefit notifications	20 working days	L	100%	43	74%	62	71%	77	67%	30	83%	36	92%	17	88%	2 cases late
Complaints received- Admin				1		1		1		0		3		4		
Complaints received- Regulatory				0		0		0		0		0		0		
Compliments received				1		0		0		0		0		0		
Queries Handled by Helpdesk				585		520		572		547		589		604		