



Hillingdon Pensions

Activity	Apr-18		May-18		Jun-18		Jul-18		Aug-18		Sep-18		Commentary (September)
Scheme members													
New starters set up/welcome letters													
ABS sent - Councillors									Achieved				
ABS sent - Active									Achieved				
ABS sent - Deferred									Achieved				
	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	
Death notification acknowledged, recorded and documentation sent	17	100%	14	100%	15	73%	28	89%	24	100%	5	60%	2 cases late
Payment of death grant made	4	100%	2	100%	4	100%	3	33%	7	86%	7	57%	3 cases late
Retirement notification acknowledged, recorded and documentation sent	25	100%	27	96%	25	88%	37	97%	15	100%	29	97%	1 case late
Payment of lump sum made	22	100%	26	100%	22	95%	14	93%	22	95%	14	93%	1 case late
Calculation of spouses benefits	3	100%	5	80%	3	66%	1	100%	7	57%	5	40%	3 cases late
Transfers In - Quotes	6		3	100%	1	100%	10	100%	0	N/A	6	17%	5 cases late
Transfers In - Payments	0	N/A	0	N/A	0	N/A	2	100%	0	N/A	4	100%	
Transfers Out - Quote	13	100%	25	88%	12	100%	26	73%	14	93%	4	75%	1 case late
Transfers Out - Payments	3	100%	10	80%	3	66%	3	67%	6	83%	8	88%	1 case late
Employer estimates provided	3	100%	2	100%	11	100%	7	100%	25	100%	10	100%	
Employee projections provided	2	100%	2	100%	9	100%	7	100%	9	100%	7	57%	3 cases late
Refunds	3	100%	5	100%	3	100%	9	77%	5	100%	2	100%	
Deferred benefit notifications	30	83%	36	92%	17	88%	47	91%	27	67%	48	79%	10 cases late
Complaints received- Admin	0		3		4		0		1		1		
Complaints received- Regulatory	0		0		0		0		0		0		
Compliments received	0		0		0		0		0		0		
Queries Handled by Helpdesk	547		589		604		685		733		623		