



Hillingdon Pensions Administration - Key Performance

Activity	Measure	Impact	Target	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18					
Scheme members	Pensioners, Active & Deferred												
New starters set up/welcome letters				0	0	0	0	0					
ABS sent - Councillors	Statutory deadline		Due by 31 Aug	Achieved	Achieved	Achieved	Achieved	Achieved					
ABS sent - Active	Statutory deadline			Achieved	Achieved	Achieved	Achieved	Achieved					
ABS sent - Deferred	Statutory deadline			10 days late	10 days late	Achieved	Achieved	Achieved					
				Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	28	89%	24	100%	5	60%	11	55%	10	100%
Payment of death grant made	10 working days	H	100%	3	33%	7	86%	7	57%	2	100%	0	N/A
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	37	97%	15	100%	29	97%	24	92%	43	93%
Payment of lump sum made	10 working days	H	100%	14	93%	22	95%	14	93%	14	71%	31	84%
Calculation of spouses benefits	10 working days	M	100%	1	100%	7	57%	5	40%	0	N/A	1	100%
Transfers In - Quotes	20 working days	L	100%	10	100%	0	N/A	6	17%	1	100%	6	100%
Transfers In - Payments	20 working days	L	100%	2	100%	0	N/A	4	100%	1	100%	1	100%
Transfers Out - Quote	20 working days	L	100%	26	73%	14	93%	4	75%	4	100%	10	100%
Transfers Out - Payments	20 working days	L	100%	3	67%	6	83%	8	88%	2	100%	6	100%
Employer estimates provided	10 working days	M	100%	7	100%	25	100%	10	100%	10	100%	4	50%
Employee projections provided	10 working days	L	100%	7	100%	9	100%	7	57%	1	0%	14	43%
Refunds	20 working days	L	100%	9	77%	5	100%	2	100%	1	100%	25	92%
Deferred benefit notifications	20 working days	L	100%	47	91%	27	67%	48	79%	14	100%	40	95%
Complaints received- Admin				0	1	1	0	0					
Complaints received- Regulatory				0	0	0	0	0					
Compliments received				0	0	0	0	0					
Queries Handled by Helpdesk				685	733	623	697	502					