



Hillingdon Pensions Administration - Key Performance

| Activity | Measure | Impact | Target | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Commentary (January) | | | | | | |
|---|-------------------------------|--------|---------------|----------|----------|----------|----------|----------|----------|--|-------|--------|-------|--------|-------|--------------|
| Scheme members | Pensioners, Active & Deferred | | | | | | | | | Total volume of KPI cases in January - 199 9 cases (4.52%) were completed outside of target. Of these cases 6 cases were in areas of improvement from the last quarter with 3 areas showing a slight drop in performance. Average number of days over target was 3. | | | | | | |
| New starters set up/welcome letters | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | |
| ABS sent - Councillors | Statutory deadline | | Due by 31 Aug | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | | | | | | | |
| ABS sent - Active | Statutory deadline | | | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | | | | | | | |
| ABS sent - Deferred | Statutory deadline | | | 10 days | Achieved | Achieved | Achieved | Achieved | Achieved | | | | | | | |
| | | | | Volume | Score | Volume | Score | Volume | Score | Volume | Score | Volume | Score | Volume | Score | |
| Death notification acknowledged, recorded and documentation sent | 5 working days | M | 100% | 24 | 100% | 5 | 60% | 11 | 55% | 10 | 100% | 11 | 100% | 24 | 92% | 2 cases late |
| Payment of death grant made | 10 working days | H | 100% | 7 | 86% | 7 | 57% | 2 | 100% | 0 | N/A | 4 | 75% | 4 | 100% | 4 cases late |
| Retirement notification acknowledged, recorded and documentation sent | 10 working days | M | 100% | 15 | 100% | 29 | 97% | 24 | 92% | 43 | 93% | 12 | 100% | 22 | 82% | |
| Payment of lump sum made | 10 working days | H | 100% | 22 | 95% | 14 | 93% | 14 | 71% | 31 | 84% | 29 | 90% | 18 | 89% | 2 cases late |
| Calculation of spouses benefits | 10 working days | M | 100% | 7 | 57% | 5 | 40% | 0 | N/A | 1 | 100% | 6 | 83% | 4 | 100% | |
| Transfers In - Quotes | 20 working days | L | 100% | 0 | N/A | 6 | 17% | 1 | 100% | 6 | 100% | 1 | 100% | 5 | 100% | |
| Transfers In - Payments | 20 working days | L | 100% | 0 | N/A | 4 | 100% | 1 | 100% | 1 | 100% | 0 | N/A | 0 | N/A | |
| Transfers Out - Quote | 20 working days | L | 100% | 14 | 93% | 4 | 75% | 4 | 100% | 10 | 100% | 9 | 56% | 27 | 100% | |
| Transfers Out - Payments | 20 working days | L | 100% | 6 | 83% | 8 | 88% | 2 | 100% | 6 | 100% | 7 | 100% | 12 | 100% | |
| Employer estimates provided | 10 working days | M | 100% | 25 | 100% | 10 | 100% | 10 | 100% | 4 | 50% | 4 | 100% | 4 | 100% | |
| Employee projections provided | 10 working days | L | 100% | 9 | 100% | 7 | 57% | 1 | 0% | 14 | 43% | 3 | 33% | 3 | 100% | |
| Refunds | 20 working days | L | 100% | 5 | 100% | 2 | 100% | 1 | 100% | 25 | 92% | 19 | 89% | 15 | 100% | |
| Deferred benefit notifications | 20 working days | L | 100% | 27 | 67% | 48 | 79% | 14 | 100% | 40 | 95% | 38 | 95% | 61 | 98% | 1 case late |
| Complaints received- Admin | | | | 1 | | 1 | | 0 | | 0 | | 1 | | 1 | | |
| Complaints received- Regulatory | | | | 0 | | 0 | | 0 | | 0 | | 0 | | 0 | | |
| Compliments received | | | | 0 | | 0 | | 0 | | 0 | | 0 | | 0 | | |
| Queries Handled by Helpdesk | | | | 733 | | 623 | | 697 | | 502 | | 319 | | 521 | | |