

Hillingdon Pensions Administration - Key Performance Indicators May 2019

Activity	Measure	Impact	Target	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Late cases (May)						
Scheme members	Pensioners, Active & Deferred					22,919	22,865	22,953	23,194							
New starters set up/welcome letters				0	0	49	51	33	33							
ABS sent - Councillors	Statutory deadline		Due by 31 Aug	Achieved for 2011/7/8 year												
ABS sent - Active	Statutory deadline															
ABS sent - Deferred	Statutory deadline															
				Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	Volume	Score	
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	11	100%	24	92%	10	90%	17	82%	16	75%	18	83%	3 cases late
Payment of death grant made	10 working days	H	100%	4	75%	4	100%	3	100%	4	100%	5	80%	10	100%	1 case late
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	12	100%	22	82%	53	94%	21	95%	44	95%	35	97%	1 case late
Payment of lump sum made	10 working days	H	100%	29	90%	18	89%	16	94%	33	97%	47	96%	30	87%	4 cases late
Calculation of spouses benefits	10 working days	M	100%	6	83%	4	100%	3	100%	5	100%	1	100%	14	86%	2 cases late
Transfers In - Quotes	20 working days	L	100%	1	100%	5	100%	6	100%	10	100%	3	100%	10	100%	
Transfers In - Payments	20 working days	L	100%	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	10	100%	
Transfers Out - Quote	20 working days	L	100%	9	56%	27	100%	14	93%	10	70%	11	100%	15	73%	4 cases late
Transfers Out - Payments	20 working days	L	100%	7	100%	12	100%	11	91%	10	100%	3	100%	12	100%	
Employer estimates provided	10 working days	M	100%	4	100%	4	100%	6	83%	7	100%	7	100%	3	100%	
Employee projections provided	10 working days	L	100%	3	33%	3	100%	3	100%	9	100%	5	80%	8	88%	1 case late
Refunds	20 working days	L	100%	19	89%	15	100%	11	100%	5	100%	13	100%	13	100%	
Deferred benefit notifications	20 working days	L	100%	38	95%	61	98%	89	100%	51	75%	26	88%	38	95%	2 cases late
Complaints received- Admin				1		1		1		1		0		0		
Complaints received- Regulatory				0		0		0		0		0		0		
Compliments received				0		0		0		0		0		0		
Queries Handled by Helpdesk				319		521		523		606		511		503		