



Hillingdon Pensions Administration - Key Performance

Activity	Measure	Impact	Target	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Commentary						
Scheme members	Pensioners, Active & Deferred			22,865	22,953	23,194	23,169	23,118	23,034							
New starters set up/welcome letters				51	33	33	176	50	27							
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			Achieved	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%	17	82%	16	75%	18	83%	14	93%	20	95%	25	96%	1 case late. Started 19/07/2019, completed 08/08/2019
Payment of death grant made	10 working days	H	100%	4	100%	5	80%	10	100%	5	80%	3	100%	10	100%	1 case late. Started 29/07/2019, completed 23/08/2019
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	21	95%	44	95%	35	97%	40	100%	61	97%	49	98%	
Payment of lump sum made	10 working days	H	100%	33	97%	47	96%	30	87%	18	100%	28	100%	42	100%	
Calculation of spouses benefits	10 working days	M	100%	5	100%	1	100%	14	86%	11	91%	4	100%	7	100%	
Transfers In - Quotes	20 working days	L	100%	10	100%	3	100%	10	100%	9	100%	12	100%	21	100%	
Transfers In - Payments	20 working days	L	100%	0	N/A	0	N/A	10	100%	4	100%	1	100%	7	100%	
Transfers Out - Quote	20 working days	L	100%	10	70%	11	100%	15	73%	7	71%	18	100%	17	100%	
Transfers Out - Payments	20 working days	L	100%	10	100%	3	100%	12	100%	10	80%	26	100%	15	100%	
Employer estimates provided	10 working days	M	100%	7	100%	7	100%	3	100%	22	100%	11	100%	0	N/A	
Employee projections provided	10 working days	L	100%	9	100%	5	80%	8	88%	2	100%	2	100%	5	100%	
Refunds	20 working days	L	100%	5	100%	13	100%	13	100%	8	100%	9	100%	34	100%	
Deferred benefit notifications	20 working days	L	100%	51	75%	26	88%	38	95%	47	72%	32	100%	36	100%	
Complaints received- Admin				1		0		0		1		3		1		
Complaints received- Regulatory				0		0		0		0		0		0		
Compliments received				0		0		0		0		0		0		
Queries Handled by Helpdesk				606		511		503		458		556 (FPF = 93%)		662 (FPF = 89%)		