

Hillingdon Pensions Administration - 
Key Performance Indicators May 2020

Activity	Measure	Impact	Target	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Commentary									
Scheme members	Pensioners, Active & Deferred			23,495	23,576	23,623	23,640	23,690	23,771										
New starters set up/welcome letters				46	70	40	78	85	171										
ABS sent - Councilors	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	Missed	Volume	Score	Missed	Volume	Score	Missed			
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	18	100%	20	100%	10	100%	6	100%	0	17	94%	1	17	76%	4	There have been an increase in death cases received (across all funds) as highlighted in weekly KPI reports. Resources have been moved of other case types to support with the processing of death cases
Payment of death grant made	10 working days	H	100%	2	100%	9	100%	15	100%	19	89%	2	13	85%	2	13	77%	3	
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	38	92%	38	89%	38	97%	34	91%	3	24	75%	6	42	76%	10	6 cases missed were deferred members into retirement, the other 4 were active members into retirement. 8 out of the 10 cases were missed by 10 days or under. And within these 8, 3 cases were missed related to one member who had 3 positions.
Payment of lump sum made	10 working days	H	100%	24	88%	30	100%	27	100%	28	89%	3	25	80%	5	30	80%	6	
Calculation of spouses benefits	10 working days	M	100%	3	100%	7	100%	5	100%	3	100%	0	5	80%	1	2	50%	1	Case missed was overdue by one day
Transfers In - Quotes	20 working days	L	100%	27	81%	15	100%	21	100%	26	85%	4	11	100%	0	4	75%	1	
Transfers In - Payments	20 working days	L	100%	8	88%	10	90%	28	96%	15	100%	0	5	100%	0	9	100%	0	
Transfers Out - Quote	20 working days	L	100%	14	71%	26	81%	32	91%	29	97%	1	8	75%	2	12	67%	4	
Transfers Out - Payments	20 working days	L	100%	16	88%	10	100%	22	91%	10	90%	1	9	89%	1	12	100%	0	
Employer estimates provided	10 working days	M	100%	7	100%	11	100%	13	100%	12	92%	1	1	100%	0	2	100%	0	
Employee projections provided	10 working days	L	100%	5	100%	7	100%	7	86%	10	100%	0	0	N/A	0	2	100%	0	
Refunds	20 working days	L	100%	31	97%	40	98%	68	100%	46	96%	2	22	95%	1	20	95%	1	
Deferred benefit notifications	20 working days	L	100%	50	40%	143	49%	153	49%	66	74%	17	42	50%	21	17	41%	10	
Complaints received - Admin				2	TBC		2						1						
Complaints received - Regulatory				0			0						0						
Compliments received				0			0						0						
Queries Handled by Helpdesk				375 (FPF = 83%)	569 (FPF = 92%)	620 (FPF = 93%)		(FPF = 70%)		430 (FPF = 90%)						329 (FPF = 91%)			