

Hillingdon Pensions Administration -   
**Key Performance Indicators November 2020**

Activity	Measure	Impact	Target	Jun-20			Jul-20			Aug-20			Sep-20			Oct-20			Nov-20			Cases missed legal deadline
Scheme members	Pensioners, Active & Deferred			24,020			24,044			24,128			24,172			24,195			24,241			
New starters set up/welcome letters				223			43						208			69			95			
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	Missed	Volume	Score	Missed	Volume	Score	Missed	Volume	Score	Missed							
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	9	100%	0	26	92%	2	15	47%	8	19	68%	6	12	58%	5	19	63%	7	0
Payment of death grant made	10 working days	H	100%	9	78%	2	29	66%	10	14	71%	4	31	71%	9	8	88%	1	11	91%	1	0
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	47	91%	4	53	83%	9	48	94%	3	55	84%	9	89	87%	12	30	70%	9	0
Payment of lump sum made	10 working days	H	100%	27	89%	3	36	89%	4	38	87%	5	48	85%	7	30	87%	4	42	76%	10	SLA measures from point of receiving all paperwork and not date of retirement
Calculation of spouses benefits	10 working days	M	100%	7	43%	4	12	75%	3	4	100%	0	5	60%	2	3	67%	1	2	100%	0	0
Transfers In - Quotes	20 working days	L	100%	21	67%	7	19	68%	6	7	100%	0	16	88%	2	30	73%	8	11	91%	1	0
Transfers In - Payments	20 working days	L	100%	7	100%	0	14	79%	3	39	92%	3	40	70%	12	18	78%	4	36	92%	3	Not covered in legal requirements
Transfers Out - Quote	20 working days	L	100%	10	100%	0	36	97%	1	24	96%	1	9	67%	3	11	100%	0	20	85%	3	0
Transfers Out - Payments	20 working days	L	100%	9	89%	1	11	100%	0	19	100%	0	11	82%	2	8	63%	3	3	67%	1	Not covered in legal requirements
Employer estimates provided	10 working days	M	100%	1	100%	0	8	63%	3	2	100%	0	6	67%	2	5	100%	0	3	100%	0	0
Employee projections provided	10 working days	L	100%	2	100%	0	4	100%	0	6	100%	0	5	80%	1	7	86%	1	6	83%	1	0
Refunds	20 working days	L	100%	20	100%	0	55	100%	0	34	97%	1	35	94%	2	60	92%	5	29	97%	1	Not covered in legal requirements
Deferred benefit notifications	20 working days	L	100%	22	55%	10	11	100%	0	16	75%	4	33	79%	7	31	74%	8	18	67%	6	5
Complaints received - Admin																						
Complaints received - Regulatory																						
Compliments received																						
Queries Handled by Helpdesk				433 (FPF = 67%)			543 (FPF = 90%)			621 (FPF = 95%)			566 (FPF = 92%)			455 (FPF = 92%)			375 (FPF = 93%)			