

Hillingdon Pensions Administration - 
Key Performance Indicators January 2021

Activity	Measure	Impact	Target	Aug-20			Sep-20			Oct-20			Nov-20			Dec-20			Jan-21			Notes	Cases missed legal deadline
Scheme members	Pensioners, Active & Deferred			24,128			24,172			24,195			24,241			24,290			24,359				
New starters set up/welcome letters							208			69			95			47			130				
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	Volume	Score	Missed	Volume	Score	Missed		
Death notification acknowledged, recorded and documentation sent	5 working days	M	100%	15	47%	8	19	68%	6	12	58%	5	19	63%	7	28	89%	3	45	98%	1	1 case was a quote overpayment case that missed the target by 3 days. Improvement in December & January is due to changes made to the death process.	
Payment of death grant made	10 working days	H	100%	14	71%	4	31	71%	9	8	88%	1	11	91%	1	4	75%	1	4	50%	2	1 case missed SLA by 4 days and the other missed by 5 days	
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	48	94%	3	55	84%	9	89	87%	12	30	70%	9	49	86%	7	29	66%	10	6 cases have missed the SLA target by 5 days and under.	
Retirement - Payment of lump sum made & pension set up	10 working days	H	100%	38	87%	5	48	85%	7	30	87%	4	42	76%	10	37	70%	11	27	63%	10	6 cases have missed the SLA target by 5 days and under.	
Calculation of spouses benefits	10 working days	M	100%	4	100%	0	5	60%	2	3	67%	1	2	100%	0	4	75%	1	5	100%	0		
Transfers In - Quotes	20 working days	L	100%	7	100%	0	16	88%	2	30	73%	8	11	91%	1	18	56%	8	12	25%	9		
Transfers In - Payments	20 working days	L	100%	39	92%	3	40	70%	12	18	78%	4	36	92%	3	5	80%	1	22	59%	9	Amalgamation for LGPS Interfunds in are included within this KPI as well as payments being received. 6 of the missed cases were amalgamations. 7 of the 9 cases were missed by 15 days and under.	
Transfers Out - Quote	20 working days	L	100%	24	96%	1	9	67%	3	11	100%	0	20	85%	3	13	77%	3	20	60%	8		
Transfers Out - Payments	20 working days	L	100%	19	100%	0	11	82%	2	8	63%	3	3	67%	1	15	73%	4	4	100%	0		
Employer estimates provided	10 working days	M	100%	2	100%	0	6	67%	2	5	100%	0	3	100%	0	1	100%	0	10	100%	0		
Employee projections provided	10 working days	L	100%	6	100%	0	5	80%	1	7	86%	1	6	83%	1	4	50%	2	6	67%	2		
Refunds	20 working days	L	100%	34	97%	1	35	94%	2	60	92%	5	29	97%	1	16	0%	16	11	91%	1		
Deferred benefit notifications	20 working days	L	100%	16	75%	4	33	79%	7	31	74%	8	18	67%	6	11	73%	3	16	81%	3		
Complaints received- Admin																							
Complaints received- Regulatory																							
Compliments received																							
Queries Handled by Helpdesk				621 (FPF = 95%)			566 (FPF = 92%)			455 (FPF = 92%)			375 (FPF = 93%)			316 (FPF = 95%)			388 (FPF = 79%)				