

Hillingdon Pensions Administration -



Activity	Impact	Target	Nov-20	
			Volume	Score
Death notification acknowledged, recorded and documentation sent	M	100%	19	63%
Payment of death grant made	H	100%	11	91%
Retirement notification acknowledged, recorded and documentation sent	M	100%	30	70%
Payment of lump sum made	H	100%	42	76%
Calculation of spouses benefits	M	100%	2	100%
Transfers In - Quotes	L	100%	11	91%
Transfers In - Payments	L	100%	36	92%
Transfers Out - Quote	L	100%	20	85%
Transfers Out - Payments	L	100%	3	67%
Employer estimates provided	M	100%	3	100%
Employee projections provided	L	100%	6	83%
Refunds	L	100%	29	97%
Deferred benefit notifications	L	100%	18	67%
Complaints received- Admin				
Complaints received- Regulatory				
Compliments received				
Queries Handled by Helpdesk				375 (FPF = 93%)

	Dec-20			Jan-21		
Missed	Volume	Score	Missed	Volume	Score	Missed
7	28	89%	3	45	98%	1
1	4	75%	1	4	50%	2
9	49	86%	7	29	66%	10
10	37	70%	11	27	63%	10
0	4	75%	1	5	100%	0
1	18	56%	8	12	25%	9
3	5	80%	1	22	59%	9
3	13	77%	3	20	60%	8
1	15	73%	4	4	100%	0
0	1	100%	0	10	100%	0
1	4	50%	2	6	67%	2
1	16	0%	16	11	91%	1
6	11	73%	3	16	81%	3
316 (FPF = 95%)			388 (FPF = 79%)			

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Cases missed legal deadline

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.

1 case missed SLA by 4 days and the other missed by 5 days

6 cases have missed the SLA target by 5 days and under.

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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.