Hillingdon Pensions Administation

Key Performance Indicators April 2021

Activity	Measure	Impact	Target	Nov-20			Dec-20			Jan-21			Feb-21			Mar-21			Apr-21			Notes
Scheme members	Pensioners, Active & Deferred			24,241			24,290			24,359			24,435			24,611			24,864			
New starters set up/welcome letters				95			47			130			104			232			332			
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			Achived			Achived			Achived			Achived			Achived			Achived			
				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%	19	63%	7	28	89%	3	45	98%	1	39	62%	15	23	100%	0	19	100%	0	
Payment of death grant made	10 working days	H	100%	11	91%	1	4	75%	1	4	50%	2	1	100%	0	4	50%	2	5	20%	4	The average day for the 4 cases that missed the SLA target was 29 days in April. As mentioned below in the calculation of spouse's benefits, the increased demand of death notifications during December to March 2021 has impacted performance.
Retirement notification acknowledged, recorded and documentation sent	10 working days	M	100%	30	70%	9	49	86%	7	29	66%	10	29	48%	15	92	59%	38	42	60%	17	
Retirement - Payment of lump sum made & pension set up	10 working days	H	100%	42	76%	10	37	70%	11	27	63%	10	29	52%	14	40	73%	11	56	91%	5	Performance has improved during the last 3 months. The 5 cases that missed the target had an average of 15 days completion rate.
Calculation of spouses benefits	10 working days	M	100%	2	100%	0	4	75%	1	5	100%	0	3	33%	2	9	33%	6	9	0%	9	The number of death notifications have increased from November 2020 (19)and the number doubled in Feb 2021 (39) something that has been seen across the funds the team administer. This has caused an increase in demand at assessing eligibility for payment of death grant and/or survivors pension and then taking eligible cases through to payment. An additional member of staff has been seconded to the team to support with the increase in resource. The average no of days to complete the 9 cases in April was 20 days.
Transfers In - Quotes	20 working days	L	100%	11	91%	1	18	56%	8	12	25%	9	12	50%	6	16	81%	3	35	46%	19	
Transfers In - Payments	20 working days	L	100%	36	92%	3	5	80%	1	22	59%	9	13	77%	3	17	35%	11	31	45%	17	
Transfers Out - Quote	20 working days	L	100%	20	85%	3	13	77%	3	20	60%	8	21	71%	6	26	54%	12	25	92%	2	
Transfers Out - Payments	20 working days	L	100%	3	67%	1	15	73%	4	4	100%	0	12	67%	4	18	56%	8	20	80%	4	
Employer estimates provided	10 working days	M	100%	3	100%	0	1	100%	0	10	100%	0	14	64%	5	11	45%	6	10	80%	2	
Employee projections provided	10 working days	L	100%	6	83%	1	4	50%	2	6	67%	2	2	100%	0	11	73%	3	6	100%	0	
Refunds	20 working days	L	100%	29	97%	1	16	0%	16	11	91%	1	13	100%	0	54	100%	0	33	100%	0	
Deferred benefit notifications	20 working days	L	100%	18	67%	6	11	73%	3	16	81%	3	16	69%	5	12	58%	5	29	31%	20	
Average SLA score	N/A			230	81%	43	205	71%	60	211	74%	55	204	63%	75	333	68%	105	320	69%	99	
Complaints received- Admin													0	N/A		2	100%	2	1	100%	0	
Complaints received- Regulatory													0									
Compliments received													0									
Queries Handled by Helpdesk				375 (FPF = 93%)			316 (FPF = 95%)						448 FPF = 79%)			690 (FPF = 89%)			591 (FPF = 92%)			