

Hillingdon Pensions Administration
Key Performance Indicators July 2021

Activity	Measure	Impact	Target	Jan-21			Feb-21			Mar-21			Apr-21			May-21			Jun-21			Jul-21		
Scheme members	Pensioners, Active & Deferred			24,359			24,435			24,611			24,864			24,878			24,969			25,169		
New starters set up/welcome letters				130			104			232			332			0			95			111		
ABS sent - Councillors	Statutory deadline		Due by 31 Aug	Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved		
ABS sent - Active	Statutory deadline			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved - 3,114 statements produced by Achieved		
ABS sent - Deferred	Statutory deadline			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved			Achieved		
				Volume	Score	Missed	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%	45	98%	1	39	62%	15	23	100%	0	19	100%	0	12	100%	0	32	97%	1	38	95%	2
Payment of death grant made	10 working days	H	100%	4	50%	2	1	100%	0	4	50%	2	5	20%	4	9	44%	5	3	100%	0	1	100%	0
Retirement notification	10 working days	M	100%	29	66%	10	29	48%	15	92	59%	38	42	60%	17	41	100%	0	59	90%	6	52	88%	6
Retirement - Payment of lump sum made & pension set up	10 working days	H	100%	27	63%	10	29	52%	14	40	73%	11	56	91%	5	27	100%	0	37	84%	6	36	86%	5
Calculation of spouses benefits	10 working days	M	100%	5	100%	0	3	33%	2	9	33%	6	9	0%	9	7	43%	4	12	58%	5	3	100%	0
Transfers In - Quotes	20 working days	L	100%	12	25%	9	12	50%	6	16	81%	3	35	46%	19	28	46%	15	24	50%	12	33	61%	13
Transfers In - Payments	20 working days	L	100%	22	59%	9	13	77%	3	17	35%	11	31	45%	17	40	40%	24	20	90%	2	37	59%	15
Transfers Out - Quote	20 working days	L	100%	20	60%	8	21	71%	6	26	54%	12	25	92%	2	21	86%	3	18	67%	6	16	75%	4
Transfers Out - Payments	20 working days	L	100%	4	100%	0	12	67%	4	18	56%	8	20	80%	4	11	91%	1	10	100%	0	9	78%	2
Employer estimates	10 working days	M	100%	10	100%	0	14	64%	5	11	45%	6	10	80%	2	13	92%	1	10	70%	3	1	100%	0
Employee projections	10 working days	L	100%	6	67%	2	2	100%	0	11	73%	3	6	100%	0	4	100%	0	9	89%	1	2	100%	0
Refunds	20 working days	L	100%	11	91%	1	13	100%	0	54	100%	0	33	100%	0	39	100%	0	55	96%	2	69	96%	3
Deferred benefit notifications	20 working days	L	100%	16	81%	3	16	69%	5	12	58%	5	29	31%	20	26	73%	7	28	46%	15	70	89%	8
Average SLA score	N/A			211	74%	55	204	63%	75	333	68%	105	320	69%	99	278	78%	60	317	81%	59	367	84%	58
Complaints received- Admin							0	N/A		2	100%	2	1	100%	0	0	N/A	0	0	N/A	0	1	0%	1
Complaints received- Compliments received							0																	
Queries Handled by Helpdesk							448 FPF = 79%)			690 (FPF = 89%)			591 (FPF = 92%)			00 calls received (FPF = 92%)			34 calls received (FPF = 92%)			01 calls received (FPF = 92%)		