

Pensions Administration Performance

Contact Officers

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Papers with this report

nil

SUMMARY

This report summarises the key work areas of the pension's administration section for each month during the period 1 April 2011 to 30 June 2011. Performance has previously been reported quarterly, however, to improve transparency and to review trends this has been done monthly for this report. The local targets shown are within the nationally agreed targets for England and Wales. Previous full year performance data is included in the Annual Report for the fund. All data shown is extracted from the Pensions Administration System.

RECOMMENDATIONS

That the contents of the report be noted

Background

From September 2010, Pensions Administration was combined with Payroll under a single manager. The performance report below shows the monthly performance for the first quarter of 2011. The monthly performance indicator reports are sent to officers in HR responsible for the day to day administration of the scheme. Improving performance in pensions administration is a key priority for officers from Corporate Finance and HR, who are working closely to develop an action plan for rapid improvement.

PENSIONS ADMINISTRATION PERFORMANCE

MONTH/YEAR

APRIL 2011 TO JUNE 2011

WORK AREA	Hillingdon Target	Apr-11		May-11		Jun-11		Total Cases
		Total Cases	% Within Target	Total Cases	% Within Target	Total Cases	% Within Target	
Condolence Letter	2 Days	16	93.75%	12	100.00%	10	100.00%	14
Actual Retirement Benefits	5 Days	12	100.00%	35	57.14%	37	67.57%	25
Letter notifying Dependants Bens	5 Days	3	100.00%	8	62.50%	4	100.00%	5
Process Refund	5 Days	5	80.00%	7	71.43%	n/a	n/a	2
Transfers Out Quote	5 Days	6	33.33%	3	33.33%	10	70.00%	7
Transfers in Actual	5 Days	11	63.64%	5	100.00%	8	37.50%	10
Transfers in quote	5 Days	10	90.00%	11	72.73%	16	81.25%	8
Answer General Letter	7 Days	51	100.00%	77	100.00%	105	100.00%	91
Transfers Out Actual	9 Days	10	90.00%	9	88.89%	10	100.00%	6
Calc/Notify Deferred	10 Days	8	50.00%	3	66.67%	60	90.00%	112
Estimate of Retirement Benefits	10 Days	62	90.32%	80	91.25%	69	95.65%	102
New Entrants	20 Days	39	94.87%	31	77.42%	45	100.00%	24
Answer ABS Query	10 Days	7	100.00%	1	100.00%	4	100.00%	1
Added Years	10 Days	n/a	n/a	1	100.00%	n/a	n/a	n/a
TOTALS		240	89.58%	283	85.51%	378	91.53%	407
Redundancy Under 55	5 Days	14	7.14%	8	25.00%	20	60.00%	12

