

Performance Monitoring 01/07/2021-30/09/2021

SERVICE	National Benchmarking Target	Harrow Achievement %	Cases within Target	Total Cases
Issue letter notifying of dependent's benefit	5 days	81.82	9	11
Calculation and notification of ill health estimate	10 days	100	2	2
Calculation and notification of retirement benefits estimate	10 days	100	48	48
Issue letter to new pension provider detailing transfer-out quote	10 days	95.45	21	22
Calculation and notification of deferred benefits	10 days	97.50	39	40
Calculation and notification of retirement benefits	5 days	88.37	38	43
Process refund and issue payment	5 days	100	9	9
Calculation and notification of ill health benefits	5 days	50	1	2
Issue statutory notification on receipt of transfer funds	10 days	100	4	4