

Performance Monitoring 01/10/2021 – 31/12/2021

SERVICE	National Benchmarking Target	Harrow Achievement %	Cases within Target	Total Cases
Issue letter notifying of dependent's benefit	5 days	72.73	8	11
Calculation and notification of ill health estimate	10 days	100	2	2
Calculation and notification of retirement benefits estimate	10 days	91.30	42	46
Issue letter to new pension provider detailing transfer-out quote	10 days	100	10	10
Calculation and notification of deferred benefits	10 days	98.86	87	88
Calculation and notification of retirement benefits	5 days	93.75	30	32
Process refund and issue payment	5 days	100	10	10
Calculation and notification of ill health benefits	5 days	100	3	3
Issue statutory notification on receipt of transfer funds	10 days	85.11	1	4