

**Performance Monitoring 01/01/2022 – 31/03/2022**

<b>SERVICE</b>	<b>National Benchmarking Target</b>	<b>Harrow Achievement %</b>	<b>Cases within Target</b>	<b>Total Cases</b>
Issue letter notifying of dependent's benefit	<b>5 days</b>	<b>100</b>	<b>34</b>	<b>34</b>
Calculation and notification of ill health estimate	<b>10 days</b>	<b>100</b>	<b>1</b>	<b>1</b>
Calculation and notification of retirement benefits estimate	<b>10 days</b>	<b>93.94</b>	<b>31</b>	<b>33</b>
Issue letter to new pension provider detailing transfer-out quote	<b>10 days</b>	<b>100</b>	<b>19</b>	<b>19</b>
Calculation and notification of deferred benefits	<b>10 days</b>	<b>96.39</b>	<b>80</b>	<b>83</b>
Calculation and notification of retirement benefits	<b>5 days</b>	<b>96.97</b>	<b>32</b>	<b>33</b>
Process refund and issue payment	<b>5 days</b>	<b>82.22</b>	<b>37</b>	<b>45</b>
Calculation and notification of ill health benefits	<b>5 days</b>	<b>100</b>	<b>3</b>	<b>3</b>
Issue statutory notification on receipt of transfer funds	<b>10 days</b>	<b>100</b>	<b>5</b>	<b>5</b>