

Performance Monitoring 01/04/2022 – 30/06/2022

SERVICE	National Benchmarking Target	Harrow Achievement %	Cases within Target	Total Cases
Issue letter notifying of dependent's benefit	5 days	57.14	8	14
Calculation and notification of ill health estimate	10 days	N/A	0	0
Calculation and notification of retirement benefits estimate	10 days	84	21	25
Issue letter to new pension provider detailing transfer-out quote	10 days	83.33	20	24
Calculation and notification of deferred benefits	10 days	70.37	19	27
Calculation and notification of retirement benefits	5 days	30.43	7	23
Process refund and issue payment	5 days	40	2	5
Calculation and notification of ill health benefits	5 days	N/A	0	0
Issue statutory notification on receipt of transfer funds	10 days	90	9	10