

**Appendix 1****Performance Monitoring 01/07/2022 – 30/09/2022**

<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>50</b>	<b>7</b>	<b>14</b>
Calculation and notification of ill health estimate	<b>10 days</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
Calculation and notification of retirement benefits estimate	<b>10 days</b>	<b>62.22</b>	<b>28</b>	<b>45</b>
Issue letter to new pension provider detailing transfer-out quote	<b>10 days</b>	<b>71.43</b>	<b>14</b>	<b>21</b>
Calculation and notification of deferred benefits	<b>10 days</b>	<b>83.78</b>	<b>31</b>	<b>37</b>
Calculation and notification of retirement benefits	<b>5 days</b>	<b>73.53</b>	<b>25</b>	<b>34</b>
Process refund and issue payment	<b>5 days</b>	<b>33.33</b>	<b>5</b>	<b>15</b>
Calculation and notification of ill health benefits	<b>5 days</b>	<b>0</b>	<b>0</b>	<b>1</b>
Issue statutory notification on receipt of transfer funds	<b>10 days</b>	<b>50</b>	<b>1</b>	<b>2</b>