

Performance Monitoring 01/10/17 – 31/12/17

SERVICE	Harrow Performance Target %	Harrow Actual Performance %	National Benchmarking Target
Issue letter notifying of dependent's benefit in 3 days	95	84.32	5 days
Provide transfer details to member in 5 days	95	99.60	10 days
Calculation and notification of retirement benefits estimate in 7 days	95	83.24	10 days
Issue letter to new pension provider detailing transfer-out quote in 9 days	97	90.79	10 days
Calculation and notification of deferred benefits in 8 days	97	95	10 days
Calculation and notification of retirement benefits in 3 days	95	88.62	5 days
Process refund and issue payment within 5 days	98	96.54	5 days
Contact next of kin on notification of death in 3 days	100	98.74	5 days
Issue statutory notification on receipt of transfer funds in 5 days	95	94.72	10 days

Performance Monitoring 01/04/17 – 30/09/17

SERVICE	Harrow Performance Target %	Harrow Actual Performance %	National Benchmarking Target
Issue letter notifying of dependent's benefit in 3 days	95	62.91	5 days
Provide transfer details to member in 5 days	95	99.38	10 days
Calculation and notification of retirement benefits estimate in 7 days	95	79.82	10 days
Issue letter to new pension provider detailing transfer-out quote in 9 days	97	81.67	10 days
Calculation and notification of deferred benefits in 8 days	97	93.34	10 days
Calculation and notification of retirement benefits in 3 days	95	76.49	5 days
Process refund and issue payment within 5 days	98	100	5 days
Contact next of kin on notification of death in 3 days	100	100	5 days
Issue statutory notification on receipt of transfer funds in 5 days	95	86.88	10 days

Performance Monitoring 2016/17

SERVICE	Harrow Performance Target %	Harrow Actual Performance %	National Benchmarking Target
Issue letter notifying of dependent's benefit in 3 days	95	45.61	5 days
Provide transfer details to member in 5 days	95	100	10 days
Calculation and notification of retirement benefits estimate in 7 days	95	87.52	10 days
Issue letter to new pension provider detailing transfer-out quote in 9 days	97	100	10 days
Calculation and notification of deferred benefits in 8 days	97	97.56	10 days
Calculation and notification of retirement benefits in 3 days	95	73.86	5 days
Process refund and issue payment within 5 days	98	93.75	5 days
Contact next of kin on notification of death in 3 days	100	100	5 days
Issue statutory notification on receipt of transfer funds in 5 days	95	62.84	10 days