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

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| SERVICE | **Tasks achieved within Harrow target time/ Total tasks**  | **Harrow Actual Performance****%** | **National Benchmarking Target** |
| Issue letter notifying of dependent’s benefit in 3 days | **12/13** | **92.31** | **5 days** |
| Provide transfer details to member in 5 days | **5/5** | **100.00** | **10 days** |
| Calculation and notification of retirement benefits estimate in 7 days | **34/35** | **83.24** | **10 days** |
| Issue letter to new pension provider detailing transfer-out quote in 9 days | **7/8** | **87.5** | **10 days** |
| Calculation and notification of deferred benefits in 8 days | **116/124** | **93.55** | **10 days** |
| Calculation and notification of retirement benefits in 3 days | **24/27** | **88.89** | **5 days** |
| Process refund and issue payment within 5 days | **34/34** | **100.00** | **5 days** |
| Contact next of kin on notification of death in 3 days | **27/27** | **100.00** | **5 days** |
| Issue statutory notification on receipt of transfer funds in 5 days | **4/4** | **100.00** | **10 days** |

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| SERVICE | **Tasks achieved within target time/ Total tasks**  | **Harrow Actual Performance****%** | **National Benchmarking Target** |
| Issue letter notifying of dependent’s benefit in 3 days | **10/22** | **45.45** | **5 days** |
| Provide transfer details to member in 5 days | **69/69** | **100** | **10 days** |
| Calculation and notification of retirement benefits estimate in 7 days | **66/71** | **92.96** | **10 days** |
| Issue letter to new pension provider detailing transfer-out quote in 9 days | **6/7** | **85.71** | **10 days** |
| Calculation and notification of deferred benefits in 8 days | **160/173** | **92.49** | **10 days** |
| Calculation and notification of retirement benefits in 3 days | **50/68** | **76.49** | **5 days** |
| Process refund and issue payment within 5 days | **33/33** | **100** | **5 days** |
| Contact next of kin on notification of death in 3 days | **69/69** | **100** | **5 days** |
| Issue statutory notification on receipt of transfer funds in 5 days | **19/19** | **100** | **10 days** |

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