

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

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

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

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

