

Appendix 1 Q4 Performance Monitoring 01/01/2018 – 31/03/2018

SERVICE	Harrow Performance Actual against Target	National Benchmarking Target	National Actual Performance %
Issue letter notifying of dependent's benefit in 5 days	14/14	5 days	100
Calculation and notification of ill health estimate within 7 days	1/1	10 days	100%
Calculation and notification of retirement benefits estimate in 7 days	48/48	10 days	100
Issue letter to new pension provider detailing transfer-out quote in 9 days	15/15	10 days	100
Calculation and notification of deferred benefits in 8 days	132/132	10 days	100
Calculation and notification of retirement benefits in 3 days	27/28	5 days	96.43
Process refund and issue payment within 5 days	34/34	5 days	100
Calculation and notification of actual ill health benefits within 3 days	2/2	5 days	100
Contact next of kin on notification of death in 3 days	5/5	3 days	100
Issue statutory notification on receipt of transfer funds in 8 days	16/16	10 days	100