

Appendix 2 Performance Monitoring 2017-18

SERVICE	Harrow Performance Actual against Target	National Benchmarking Target	National Actual Performance %
Issue letter notifying of dependent's benefit in 5 days	34/34	5 days	100
Calculation and notification of ill health estimate within 7 days	5/5	10 days	100
Calculation and notification of retirement benefits estimate in 7 days	154/154	10 days	100
Issue letter to new pension provider detailing transfer-out quote in 9 days	30/30	10 days	100
Calculation and notification of deferred benefits in 8 days	429/429	10 days	100
Calculation and notification of retirement benefits in 3 days	116/123	5 days	94.31
Process refund and issue payment within 5 days	101/101	5 days	100
Contact next of kin on notification of death in 3 days	50/50	3 days	100
Calculation and notification of actual ill health benefits within 3 days	17/18	5 days	94.44
Issue statutory notification on receipt of transfer funds in 8 days	9/9	10 days	100