Appendix 1 Q1 Performance Monitoring 01/04/2018 – 30/06/2018

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| SERVICE | **Harrow Performance Actual against Target** | **National Benchmarking Target** | **National Actual Performance**  **%** |
| Issue letter notifying of dependent’s benefit in 5 days | **21/21** | **5 days** | **100** |
| Calculation and notification of ill health estimate within 10days | **2/2** | **10 days** | **100** |
| Calculation and notification of retirement benefits estimate in 10 days | **46/49** | **10 days** | **100** |
| Issue letter to new pension provider detailing transfer-out quote in 10 days | **13/13** | **10 days** | **100** |
| Calculation and notification of deferred benefits in 10 days | **71/71** | **10 days** | **100** |
| Calculation and notification of retirement benefits in 3 days | **20/25** | **5 days** | **80** |
| Process refund and issue payment within 5 days | **20/20** | **5 days** | **100** |
| Calculation and notification of actual ill health benefits within 3 days | **1/3** | **5 days** | **33.3** |
| Contact next of kin on notification of death in 3 days | **0/3** | **3 days** | **0** |
| Issue statutory notification on receipt of transfer funds in 8 days | **7/7** | **10 days** | **100** |