

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

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