

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

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