Appendix 1 Q1 Performance Monitoring 01/07/2018 – 30/09/2018

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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 | **12/14** | **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 | **22/22** | **10 days** | **100** |
| Issue letter to new pension provider detailing transfer-out quote in 10 days | **7/7** | **10 days** | **100** |
| Calculation and notification of deferred benefits in 10 days | **104/104** | **10 days** | **100** |
| Calculation and notification of retirement benefits in 5 days | **29/31** | **5 days** | **93.6** |
| Process refund and issue payment within 5 days | **16/16** | **5 days** | **100** |
| Calculation and notification of actual ill health benefits within 5 days | **4/4** | **5 days** | **33.3** |
| Contact next of kin on notification of death in 3 days | **4/4** | **3 days** | **100** |
| Issue statutory notification on receipt of transfer funds in 8 days | **5/5** | **10 days** | **100** |