

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

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