Appendix 1 Q3 Performance Monitoring 01/010/2018 – 31/12/2018

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| SERVICE | **Harrow Actual within National Target** | **National Benchmarking Target** | **Harrow Performance against National Target****%** |
| Issue letter notifying of dependent’s benefit in 5 days | **7/7** | **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 | **32/32** | **10 days** | **100** |
| Issue letter to new pension provider detailing transfer-out quote in 10 days | **9/9** | **10 days** | **100** |
| Calculation and notification of deferred benefits in 10 days | **13/13** | **10 days** | **100** |
| Calculation and notification of retirement benefits in 5 days | **24/25** | **5 days** | **96** |
| Process refund and issue payment within 5 days | **27/27** | **5 days** | **100** |
| Calculation and notification of actual ill health benefits within 5 days | **1/1** | **5 days** | **100** |
| Contact next of kin on notification of death in 3 days | **32/32** | **5 days** | **100** |
| Issue statutory notification on receipt of transfer funds in 8 days | **12/12** | **10 days** | **100** |