

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

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