Appendix 1 – Q4 Performance Monitoring 01/01/2019 – 31/03/2019

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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 | **16/16** | **5 days** | **100** |
| Calculation and notification of retirement benefits estimate in 10 days | **11/11** | **10 days** | **100** |
| Issue letter to new pension provider detailing transfer-out quote in 10 days | **6/6** | **10 days** | **100** |
| Calculation and notification of deferred benefits in 10 days | **109/109** | **10 days** | **100** |
| Process refund and issue payment within 5 days | **29/29** | **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 | **31/31** | **5 days** | **100** |
| Issue statutory notification on receipt of transfer funds in 8 days | **2/2** | **10 days** | **100** |