

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

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