Appendix 1 Q2 Performance Monitoring 01/07/2019 – 30/09/2019 -

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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 | **15/15** | **5 days** | **100** |
| Calculation and notification of retirement benefits estimate in 10 days | **54/54** | **10 days** | **100** |
| Issue letter to new pension provider detailing transfer-out quote in 10 days | **4/4** | **10 days** | **100** |
| Calculation and notification of deferred benefits in 10 days | **113/113** | **10 days** | **100** |
| Process refund and issue payment within 5 days | **33/33** | **5 days** | **100** |
| Calculation and notification of actual ill health benefits within 5 days | **7/9** | **5 days** | **100** |
| Contact next of kin on notification of death in 3 days | **47/47** | **5 days** | **77.78** |
| Issue statutory notification on receipt of transfer funds in 8 days | **10/10** | **10 days** | **100** |