

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

SERVICE	Harrow Actual within National Target	National Benchmarking Target	Harrow Performance against National Target %
Issue letter notifying of dependent's benefit in 5 days	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