

Performance Monitoring 01/04/2020-30/09/2020

SERVICE	Harrow Performance Target %	Harrow Actual Performance %	National Benchmarking Target	National Actual Performance %
PENSION				
Issue letter notifying of dependent's benefit in 5 days	95	76.22	5 days	99
Calculation and notification of ill health estimate within 7 days	100	100	10 days	93
Calculation and notification of retirement benefits estimate in 7 days	100	85.71	10 days	100
Issue letter to new pension provider detailing transfer-out quote in 9 days	97	69.23	10 days	99
Calculation and notification of deferred benefits in 8 days	99	83.19	10 days	99
Calculation and notification of retirement benefits in 3 days	95	98.18	5 days	93.62
Process refund and issue payment within 5 days	98	91.67	5 days	95.83
Calculation and notification of ill health benefits within 3 days	100	41.86	5 days	87
Issue statutory notification on receipt of transfer funds in 8 days	95	75	10 days	100