Appendix 1

Performance Monitoring 01/04/2020-31/12/2020

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| --- | --- | --- | --- |
|  SERVICE   | NationalBenchmarking Target | HarrowAchievement % | NationalAchievement % |
| Issue letter notifying of dependent’s benefit  | 5 days | 100 | 100 |
| Calculation and notification of ill health estimate  | 10 days | 100 | 100 |
| Calculation and notification of retirement benefits estimate  | 10 days | 100 | 100 |
| Issue letter to new pension provider detailing transfer-out quote  | 10 days | 100 | 100 |
| Calculation and notification of deferred benefits  | 10 days | 82.22 | 100 |
| Calculation and notification of retirement benefits  | 5 days | 100 | 100 |
| Process refund and issue payment  | 5 days | 92.50 | 97.50 |
| Calculation and notification of ill health benefits  | 5 days | 28.57 | 57.14 |
| Issue statutory notification on receipt of transfer funds  | 10 days | 52.94 | 100 |