

Appendix 1

Performance Monitoring 01/04/2020-31/03/2021

SERVICE	National Benchmarking Target	Harrow Achievement %	National Achievement %
Issue letter notifying of dependent's benefit	5 days	82.76	100
Calculation and notification of ill health estimate	10 days	100	100
Calculation and notification of retirement benefits estimate	10 days	94.87	100
Issue letter to new pension provider detailing transfer-out quote	10 days	100	100
Calculation and notification of deferred benefits	10 days	92.42	100
Calculation and notification of retirement benefits	5 days	100	100
Process refund and issue payment	5 days	100	100
Calculation and notification of ill health benefits	5 days	100	100
Issue statutory notification on receipt of transfer funds	10 days	100	100