

**Performance Monitoring 01/04/2021-30/06/2021**

| <b>SERVICE</b>  | <b>National Benchmarking Target</b> | <b>Harrow Achievement %</b> |
|---|-------------------------------------|-----------------------------|
| Issue letter notifying of dependent's benefit                     | <b>5 days</b>                       | <b>87.50</b>                |
| Calculation and notification of ill health estimate               | <b>10 days</b>                      | <b>100</b>                  |
| Calculation and notification of retirement benefits estimate      | <b>10 days</b>                      | <b>96.55</b>                |
| Issue letter to new pension provider detailing transfer-out quote | <b>10 days</b>                      | <b>93.33</b>                |
| Calculation and notification of deferred benefits                 | <b>10 days</b>                      | <b>94.68</b>                |
| Calculation and notification of retirement benefits               | <b>5 days</b>                       | <b>87.50</b>                |
| Process refund and issue payment                                  | <b>5 days</b>                       | <b>91.67</b>                |
| Calculation and notification of ill health benefits               | <b>5 days</b>                       | <b>100</b>                  |
| Issue statutory notification on receipt of transfer funds         | <b>10 days</b>                      | <b>100</b>                  |