Appendix 1

Performance Monitoring 01/07/2021-30/09/2021

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| --- | --- | --- | --- | --- |
| SERVICE | National  Benchmarking Target | Harrow  Achievement % | Cases within Target | Total Cases |
| Issue letter notifying of dependent’s benefit | 5 days | 81.82 | 9 | 11 |
| Calculation and notification of ill health estimate | 10 days | 100 | 2 | 2 |
| Calculation and notification of retirement benefits estimate | 10 days | 100 | 48 | 48 |
| Issue letter to new pension provider detailing transfer-out quote | 10 days | 95.45 | 21 | 22 |
| Calculation and notification of deferred benefits | 10 days | 97.50 | 39 | 40 |
| Calculation and notification of retirement benefits | 5 days | 88.37 | 38 | 43 |
| Process refund and issue payment | 5 days | 100 | 9 | 9 |
| Calculation and notification of ill health benefits | 5 days | 50 | 1 | 2 |
| Issue statutory notification on receipt of transfer funds | 10 days | 100 | 4 | 4 |