Appendix 1

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  SERVICE   | NationalBenchmarking Target | HarrowAchievement % | 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 |