Appendix 1

Performance Monitoring 01/10/2021 – 31/12/2021

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| --- | --- | --- | --- | --- |
| SERVICE | National  Benchmarking Target | Harrow  Achievement % | Cases within Target | Total Cases |
| Issue letter notifying of dependent’s benefit | 5 days | 72.73 | 8 | 11 |
| Calculation and notification of ill health estimate | 10 days | 100 | 2 | 2 |
| Calculation and notification of retirement benefits estimate | 10 days | 91.30 | 42 | 46 |
| Issue letter to new pension provider detailing transfer-out quote | 10 days | 100 | 10 | 10 |
| Calculation and notification of deferred benefits | 10 days | 98.86 | 87 | 88 |
| Calculation and notification of retirement benefits | 5 days | 93.75 | 30 | 32 |
| Process refund and issue payment | 5 days | 100 | 10 | 10 |
| Calculation and notification of ill health benefits | 5 days | 100 | 3 | 3 |
| Issue statutory notification on receipt of transfer funds | 10 days | 85.11 | 1 | 4 |