Appendix 1

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

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