Appendix 1

Performance Monitoring 01/01/2022 – 31/03/2022

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| --- | --- | --- | --- | --- |
|  SERVICE   | NationalBenchmarking Target | HarrowAchievement % | Cases within Target  | Total Cases |
| Issue letter notifying of dependent’s benefit  | 5 days | 100 | 34 | 34 |
| Calculation and notification of ill health estimate  | 10 days | 100 | 1 | 1 |
| Calculation and notification of retirement benefits estimate  | 10 days | 93.94 | 31 | 33 |
| Issue letter to new pension provider detailing transfer-out quote  | 10 days | 100 | 19 | 19 |
| Calculation and notification of deferred benefits  | 10 days | 96.39 | 80 | 83 |
| Calculation and notification of retirement benefits  | 5 days | 96.97 | 32 | 33 |
| Process refund and issue payment  | 5 days | 82.22 | 37 | 45 |
| Calculation and notification of ill health benefits  | 5 days | 100 | 3 | 3 |
| Issue statutory notification on receipt of transfer funds  | 10 days | 100 | 5 | 5 |