Appendix 1

Performance Monitoring 01/07/2022 – 30/09/2022

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  SERVICE   | NationalBenchmarking Target | HarrowAchievement % | Cases within Target  | Total Cases |
| Issue letter notifying of dependent’s benefit  | 5 days | 50 | 7 | 14 |
| Calculation and notification of ill health estimate  | 10 days | N/A | N/A | N/A |
| Calculation and notification of retirement benefits estimate  | 10 days | 62.22 | 28 | 45 |
| Issue letter to new pension provider detailing transfer-out quote  | 10 days | 71.43 | 14 | 21 |
| Calculation and notification of deferred benefits  | 10 days | 83.78 | 31 | 37 |
| Calculation and notification of retirement benefits  | 5 days | 73.53 | 25 | 34 |
| Process refund and issue payment  | 5 days | 33.33 | 5 | 15 |
| Calculation and notification of ill health benefits  | 5 days | 0 | 0 | 1 |
| Issue statutory notification on receipt of transfer funds  | 10 days | 50 | 1 | 2 |