Appendix 1

Performance Monitoring 01/10/2022 – 31/12/2022

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| --- | --- | --- | --- | --- |
|  SERVICE   | NationalBenchmarking Target | HarrowAchievement % | Cases within Target  | Total Cases |
| Issue letter notifying of dependent’s benefit  | 5 days | 75 | 12 | 16 |
| Calculation and notification of ill health estimate  | 10 days | 100 | 1 | 1 |
| Calculation and notification of retirement benefits estimate  | 10 days | 92.11  | 35 | 38 |
| Issue letter to new pension provider detailing transfer-out quote  | 10 days | 95.83 | 23 | 24 |
| Calculation and notification of deferred benefits  | 10 days | 89.80 | 44 | 49 |
| Calculation and notification of retirement benefits  | 5 days | 93.18 | 41 | 44 |
| Process refund and issue payment  | 5 days | 69.23 | 9 | 13 |
| Calculation and notification of ill health benefits  | 5 days | 100 | 1 | 1 |
| Issue statutory notification on receipt of transfer funds  | 10 days | 40 | 6 | 15 |