

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

SERVICE	National Benchmarking Target	Harrow Achievement %	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