

Performance Monitoring 01/01/2023 – 31/03/2023

SERVICE	National Benchmarking Target	Harrow Achievement %	Cases within Target	Total Cases
Issue letter notifying of dependent's benefit	5 days	77.21	10	21
Calculation and notification of ill health estimate	10 days	100	4	4
Calculation and notification of retirement benefits estimate	10 days	96.77	30	31
Issue letter to new pension provider detailing transfer-out quote	10 days	83.33	5	6
Calculation and notification of deferred benefits	10 days	90.43	85	94
Calculation and notification of retirement benefits	5 days	90.91	20	22
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	100	4	4