

Services Select Committee PI's

Benefits Service Performance 2012/13



Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI HB 001	Average number of days to process new benefits claims	52	30		<table border="1"> <caption>Trend Chart Data for LPI HB 001</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>43</td> </tr> <tr> <td>May 2012</td> <td>52</td> </tr> <tr> <td>June 2012</td> <td>58</td> </tr> <tr> <td>July 2012</td> <td>54</td> </tr> <tr> <td>August 2012</td> <td>52</td> </tr> </tbody> </table>	Month	Value	April 2012	43	May 2012	52	June 2012	58	July 2012	54	August 2012	52	<p>Demand for the service continues to be extremely high and additional resources have been secured.</p>
Month	Value																	
April 2012	43																	
May 2012	52																	
June 2012	58																	
July 2012	54																	
August 2012	52																	
LPI HB 006	Average number of days to process change of events	19.4	18		<table border="1"> <caption>Trend Chart Data for LPI HB 006</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>17</td> </tr> <tr> <td>May 2012</td> <td>19</td> </tr> <tr> <td>June 2012</td> <td>22</td> </tr> <tr> <td>July 2012</td> <td>18</td> </tr> <tr> <td>August 2012</td> <td>22</td> </tr> </tbody> </table>	Month	Value	April 2012	17	May 2012	19	June 2012	22	July 2012	18	August 2012	22	<p>As a result there is an improvement in turn around times for new claims in July and work is continuing to further improve performance.</p>
Month	Value																	
April 2012	17																	
May 2012	19																	
June 2012	22																	
July 2012	18																	
August 2012	22																	