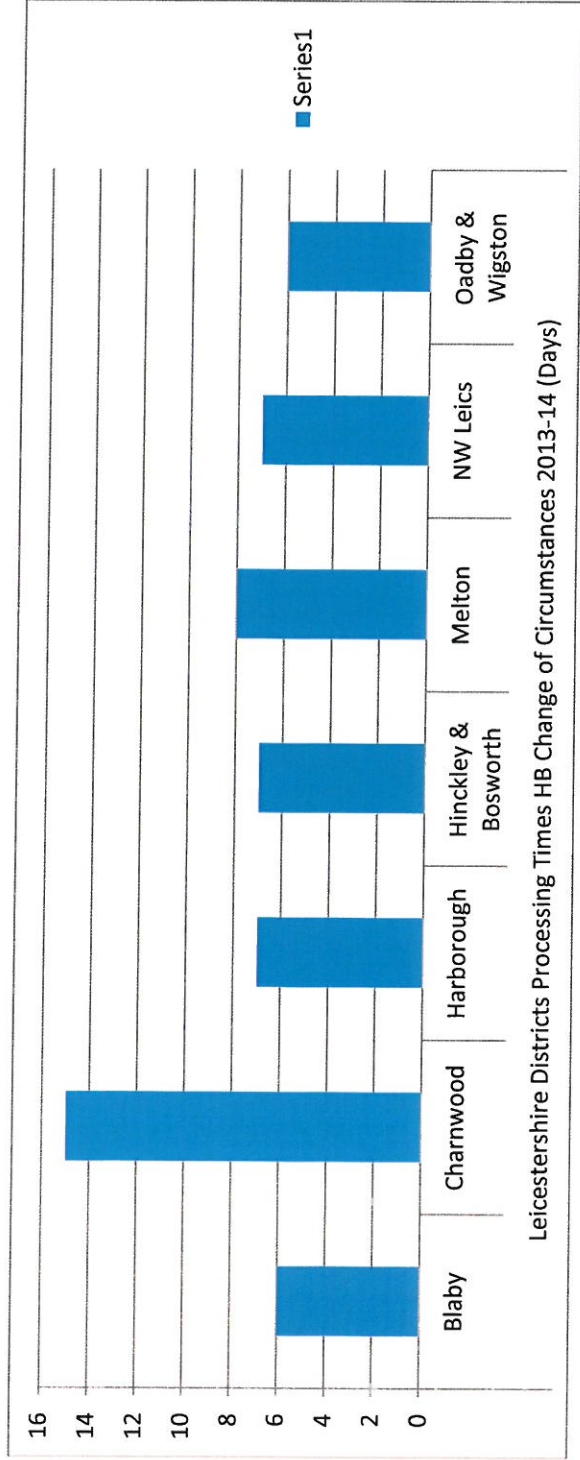


Leicestershire Districts Processing Times HB Change of Circumstances 2013-14 (Days)

	Charnwood	Harborough	Hinckley & Bosworth	Melton	NW Leics	Oadby & Wigston
Blaby	6	15	7	8	7	6



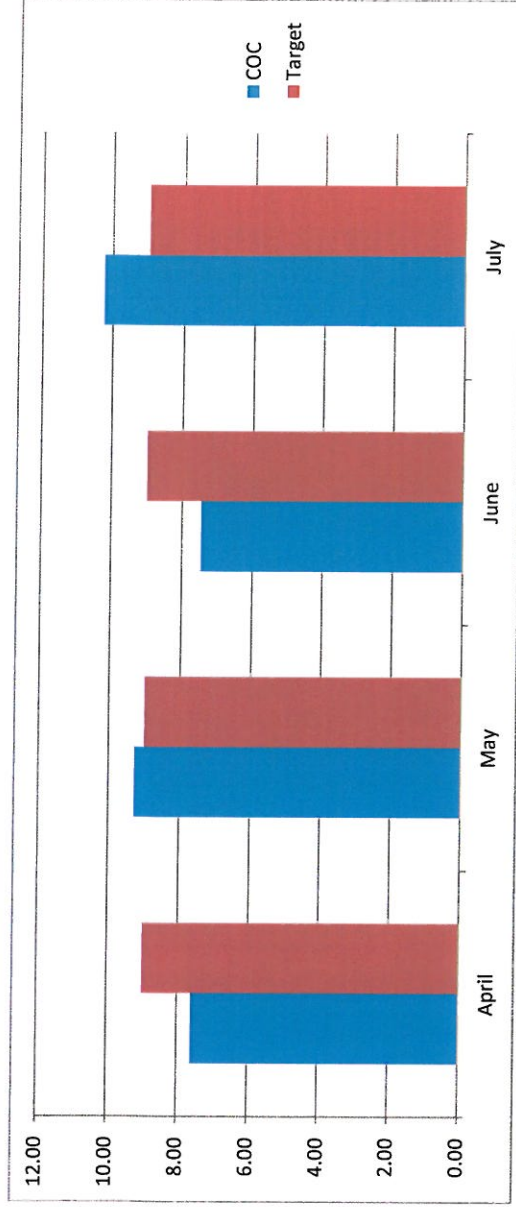
**Melton Processing Times HB Changes 2014-15 (DAYS)**

	COC	Target	Variance
April	7.62	9.00	1.38
May	9.28	9.00	-0.28
June	7.46	9.00	1.54
July			
August	10.25	9.00	-1.25
September		9.00	
October		9.00	
November		9.00	
December		9.00	
January		9.00	
February		9.00	
March		9.00	

**Comments**

*Strategic decision to move resource to cover MML Triage.*

Systems down for 1 day due to server failure 30/7/14. All new and outstanding claims at that date would have a delay of 1 day. This period would be extended due to the impact of retrun phone calls due to failure on 30/7/14. This will also impact on the August figures due to the knock on impact.



Melton Claim Accuracy

	Actual	Target	Variance
April	88.0	92.0	4.00
May	90.0	93.0	3.00
June	92.0	94.0	2.00
July	92.0	94.5	2.50
August		95.0	
September		95.5	
October		96.0	
November		96.5	
December		97.0	
January		97.5	
February		98.0	
March		98.0	

Comments

