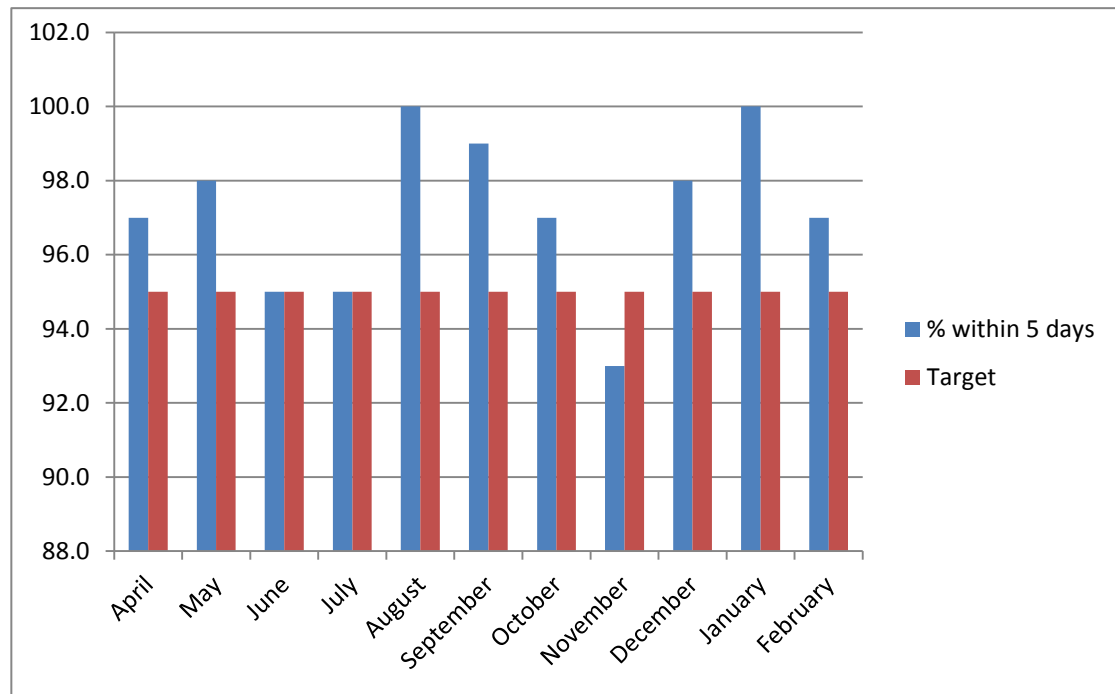


# Appendix 1

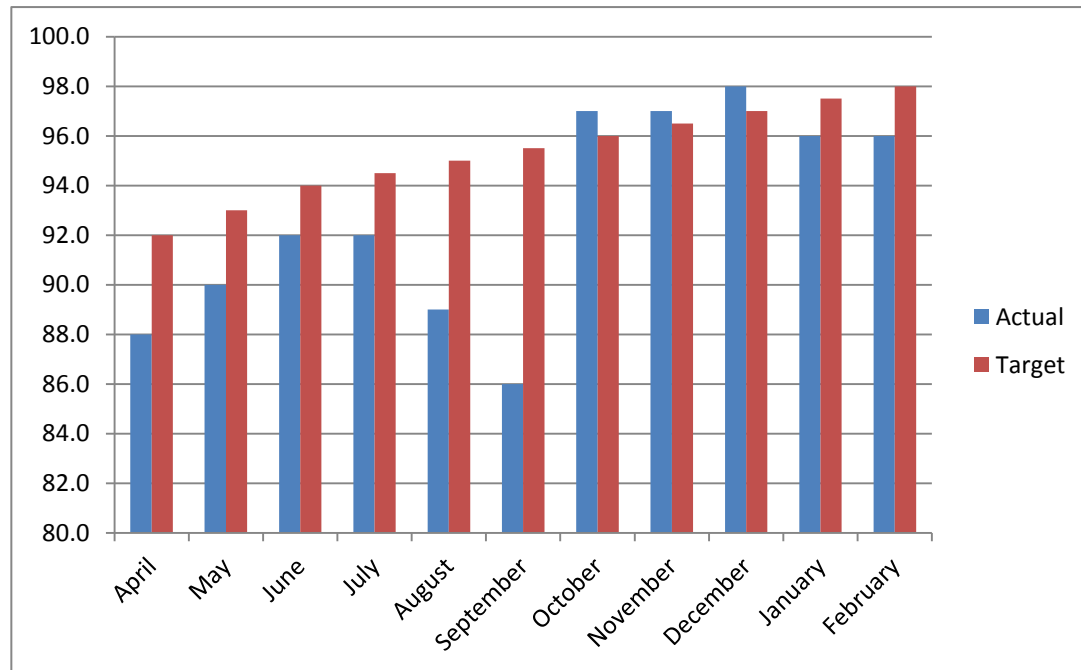
## % CLAIMS PROCESSED WITHIN 5 WORKING DAYS OF ALL INFORMATION RECEIVED – 2014/14

	% within 5 days	Target	Variance
April	97.0	95.0	2.0
May	98.0	95.0	3.0
June	95.0	95.0	0.0
July	95.0	95.0	0.0
August	100.0	95.0	5.0
September	99.0	95.0	4.0
October	97.0	95.0	2.0
November	93.0	95.0	-2.0
December	98.0	95.0	3.0
January	100.0	95.0	5.0
February	97.0	95.0	2.0
March		95.0	



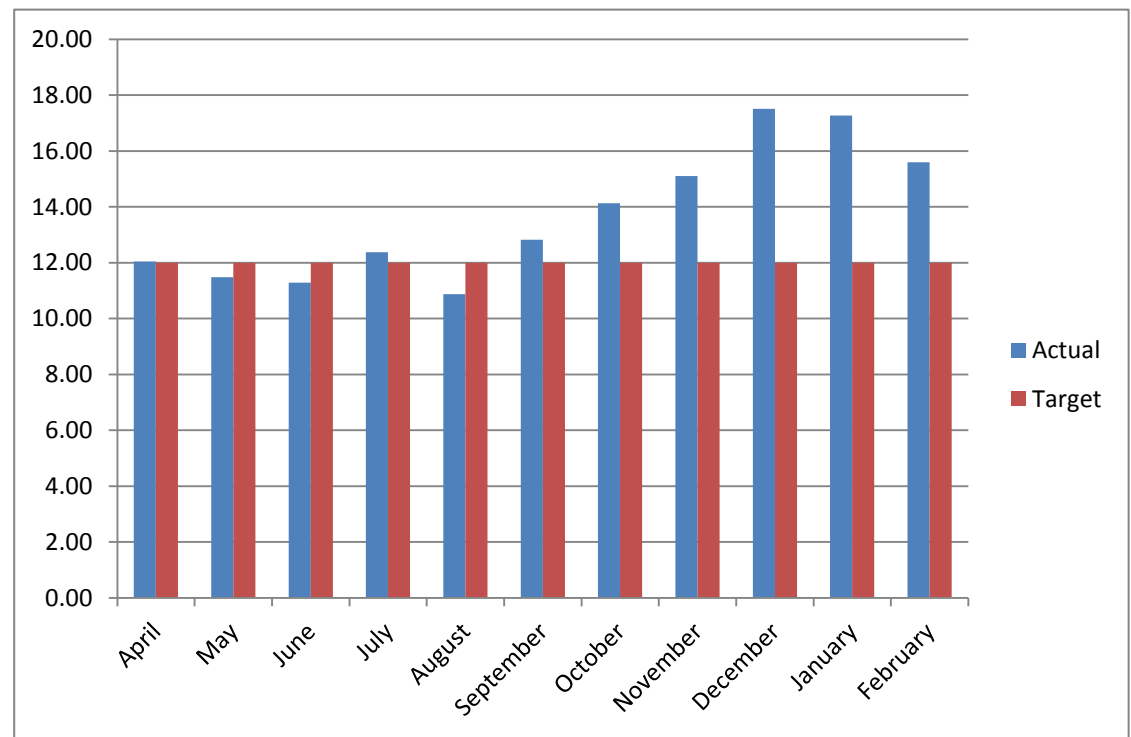
Melton Claim accuracy

	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	89.0	95.0	6.00
September	86.0	95.5	9.50
October	97.0	96.0	-1.00
November	97.0	96.5	-0.50
December	98.0	97.0	-1.00
January	96.0	97.5	1.50
February	96.0	98.0	2.00
March		98.0	98.00



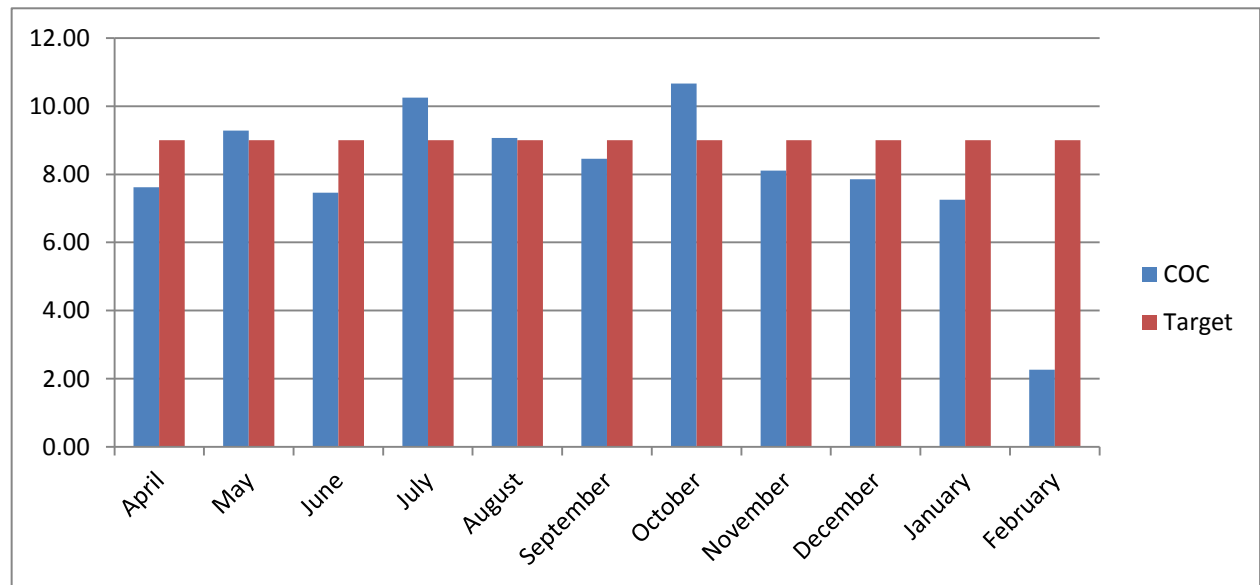
**Melton Processing Times HB New Claim 2014-15 (DAYS)**

	<b>Actual</b>	<b>Target</b>	<b>Variance</b>
<b>April</b>	12.05	12.0	0.0
<b>May</b>	11.48	12.0	-0.5
<b>June</b>	11.28	12.0	-0.7
<b>July</b>	12.37	12.0	0.4
<b>August</b>	10.88	12.0	-1.1
<b>September</b>	12.82	12.0	0.8
<b>October</b>	14.13	12.0	2.1
<b>November</b>	15.10	12.0	3.1
<b>December</b>	17.51	12.0	5.5
<b>January</b>	17.27	12.0	5.3
<b>February</b>	15.60	12.0	3.6
<b>March</b>		12.0	-12.0



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

	<b>COC</b>	<b>Target</b>	<b>Variance</b>
<b>April</b>	7.62	9.00	1.38
<b>May</b>	9.28	9.00	-0.28
<b>June</b>	7.46	9.00	1.54
<b>July</b>	10.25	9.00	-1.25
<b>August</b>	9.07	9.00	-0.07
<b>September</b>	8.46	9.00	0.54
<b>October</b>	10.66	9.00	-1.66
<b>November</b>	8.11	9.00	0.89
<b>December</b>	7.85	9.00	1.15
<b>January</b>	7.25	9.00	1.75
<b>February</b>	2.27	9.00	6.73
<b>March</b>			



**Quality Assurance Checks – Front and Back Office Numbers**

<b>Month</b>	<b>BO</b>	<b>CSC</b>	<b>Total No Checked</b>	<b>Total No Accurate</b>	<b>Total No Incorrect</b>
<b>April</b>	0	0	0	0	0
<b>May</b>	2	143	145	130	15
<b>June</b>	1	133	134	123	11
<b>July</b>	7	139	146	135	11
<b>August</b>	7	139	146	131	15
<b>September</b>	0	122	122	105	17
<b>October</b>	6	148	154	149	5
<b>November</b>	6	176	182	176	6
<b>December</b>	9	128	137	134	3
<b>January</b>	9	168	177	171	6
<b>February</b>	0	125	125	120	5
<b>March</b>					

## Claim Processing Times

### 2014 - 2015

	Average number of days to			Average no. of days to process			Average no of days to process		
	Process new HB claims			changes of HB circumstances			all new claims and changes of circumstances		
	Days Taken	Claims Processed	Average	Days Taken	Claims Processed	Average	Days Taken	Claims Processed	Average
April	795	66	12.05	5,443	714	7.62	6,238	780	8.00
May	689	60	11.48	5,946	641	9.28	6,635	701	9.47
June	756	67	11.28	4,936	662	7.46	5,692	729	7.81
July	668	54	12.37	7,144	697	10.25	7,812	751	10.40
August	533	49	10.88	4,996	551	9.07	5,529	600	9.22
September	936	73	12.82	5,389	637	8.46	6,325	710	8.91
October	876	62	14.13	6,757	634	10.66	7,633	696	10.97
November	725	48	15.10	5,633	695	8.11	6,358	743	8.56
December	1,033	59	17.51	4,037	514	7.85	5,070	573	8.85
January	708	41	17.27	6,495	896	7.25	7,203	937	7.69
February	936	60	15.60	6,156	2,715	2.27	7,092	2,775	2.56
March							0	0	
	<b>8655</b>	<b>639</b>	<b>13.54</b>	<b>62932</b>	<b>9356</b>	<b>6.73</b>	<b>71,587</b>	<b>9,995</b>	<b>7.16</b>

**2013 - 14**

	Average number of days to			Average no. of days to process			Average no of days to process		
	Process new HB claims			changes of HB circumstances			all new claims and changes of circumstances		
	Days Taken	Claims Processed	Average	Days Taken	Claims Processed	Average	Days Taken	Claims Processed	Average
<b>April</b>	1,328	76	17.47	7,970	505	15.78	9,298	581	16.00
<b>May</b>	1,113	65	17.12	4,410	389	11.34	5,523	454	12.17
<b>June</b>	965	56	17.23	3,496	275	12.71	4,461	331	13.48
<b>July</b>	1,275	73	17.47	5,690	504	11.29	6,965	577	12.07
<b>August</b>	920	55	16.73	4,666	391	11.93	5,586	446	12.52
<b>September</b>	791	62	12.76	5,132	649	7.91	5,923	711	8.33
<b>October</b>	934	70	13.34	4,302	499	8.62	5,236	569	9.20
<b>November</b>	933	66	14.14	4,514	501	9.01	5,447	567	9.61
<b>December</b>	653	51	12.80	3,829	403	9.50	4,482	454	9.87
<b>January</b>	643	61	10.54	4,861	545	8.92	5,504	606	9.08
<b>February</b>	659	61	10.80	4,137	1,509	2.74	4,796	1,570	3.05
<b>March</b>	769	61	12.61	8,484	1,504	5.64	9,253	1,565	5.91
	<b>10983</b>	<b>757</b>	<b>14.51</b>	<b>61491</b>	<b>7674</b>	<b>8.01</b>	<b>72,474</b>	<b>8,431</b>	<b>8.60</b>