

BENEFITS PERFORMANCE 2008/9

Appendix 3

2007-8 Performance											
Right Time Indicator	11.69 days	New Apps	26.03 days	Change of Circs	5.55 days	All Claims Processed In 14 days	91.5%	R/All Processed 14 days	87.5%	Accuracy of Processing	100%
2ND Quarter July 2008 - September 2008											
Right Time Indicator	10 days	New Apps	21 days grade 4	Change of Circs	7 days grade 4	All Claims Processed In 14 days	87%	R/All Processed 14 days	92%	Accuracy of Processing	100%
September 2008											
Right Time Indicator	10 days	New Apps	21 days Grade 4	Change of Circs	7 days Grade 4	All Claims Processed In 14 days	88% Grade 3	R/All Processed 14 days	92% Grade 4	Accuracy of Processing	100% Grade 4
August 2008											
Right Time Indicator	10 days	New Apps	22 days Grade 4	Change of Circs	7 days Grade 4	All Claims Processed In 14 days	90% Grade 4	R/All Processed 14 days	92% Grade 4	Accuracy of Processing	100% Top Quartile Grade 4
2008-9 Performance											
Right Time Indicator	10.5 days	New Apps	21 days Grade 4	Change of Circs	7 days Grade 4	All Claims Processed In 14 days	84% Grade 3	R/All Processed 14 days	92% Grade 4	Accuracy of Processing	100% Grade 4