

Benefit Processing Times 20010/11

Date w/c	New Claims Average	Change Events Average
05/04/10	39.65	10.58
12/04/10	34.65	9.88
19/04/10	38.86	9.99
26/04/10	31.81	10.87
03/05/10	29.73	9.73
10/05/10	34.68	12.77
17/05/10	27.69	11.43
24/05/10	25.95	13.35
31/05/10	27.6	10.93
07/06/10	27.84	10.22
14/06/10	25.08	8.47
21/06/10	25.71	10.19
28/06/10	26.3	9.35
Q1 Average	29.45	10.67
05/07/10	20.07	9.73
12/07/10	21.24	9.81
19/07/10	21.88	9.77
26/07/10	20.16	10.21
02/08/10	20.81	8.79
09/08/10	23.5	7.76
16/08/10	19.27	6.82
23/08/10	20	6.3
30/08/10	21.26	7.41
06/09/10	16.01	7.68
13/09/10	16.72	4.32
20/09/10	18.72	7.84
27/09/10	18.8	9.08
Q2 Average	19.94	8.17
04/10/10	17.98	8.61
11/10/10	18.97	8.54
18/10/10	19.62	7.64
25/10/10	18.77	7.08