

## Appendix 2

### Analysis of Benefits Workload Position at 31 March 2003 Year End

	1	2	3	4	5	6	7	
	Position at 31 Jan (including claims awaiting to be processed and pending)	Comparable position at 31-Mar	Awaiting to be processed at 31-Mar	Pending awaiting more information at 31 Mar	Average weekly claims received (year to date)	Number of weeks of all work outstanding at 31 Mar	Number of weeks work outstanding excluding work pending awaiting further information at 31 Mar	
New Claims	2776	1867	863	1004	445	4 weeks	2 weeks	
Renewals	825	611	301	310	286	2 weeks	1 week	
Sub total of claims	3601	2478	1164	1314	731			
Change of Circumstances	453	668	*	544	124	246	3 weeks	2 weeks
Cancellations	229	342	*	195	147	332	1 week	1 week
TOTAL	4283	3488	1903	1585	1309			

#### Note

Pending claims are those where the Council have begun to process the claim but is awaiting more information from the customer before it can be completed.

\* Year end peak - change of circumstances = 420 and cancellations = 252 at 22 April 2003