

Annex A

| Benefit | Event | Apr 14 | May 14 | Jun 14 | Jul 14 | Aug 14 | Sep 14 | Oct 14 | Nov 14 | Dec 14 | Jan 15 | Feb 15 | Mar 15 | 2014/15 |
|-------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| AA | Received | 436 | 482 | 390 | 328 | 452 | 316 | 366 | 343 | 308 | 263 | 255 | 235 | 4,174 |
| | Upheld % | 92.4% | 91.8% | 82.6% | 80.0% | 76.9% | 81.0% | 81.6% | 86.6% | 92.8% | 87.3% | 92.3% | 93.5% | 85.7% |
| BB | Received | 50 | 42 | 54 | 37 | 31 | 36 | 35 | 39 | 44 | 40 | 50 | 57 | 515 |
| | Upheld % | 80.6% | 82.6% | 84.5% | 78.0% | 86.4% | 72.4% | 75.0% | 67.9% | 76.3% | 68.0% | 78.3% | 75.4% | 77.9% |
| CA | Received | 354 | 300 | 247 | 297 | 285 | 230 | 158 | 101 | 96 | 137 | 113 | 90 | 2,408 |
| | Upheld % | 51.4% | 52.0% | 61.1% | 66.8% | 63.0% | 65.9% | 59.1% | 66.4% | 63.4% | 80.9% | 63.9% | 73.1% | 60.6% |
| CMG | Received | 1,016 | 1,396 | 988 | 913 | 737 | 680 | 126 | 89 | 49 | 0 | 0 | 1 | 5,995 |
| | Upheld % | n/a | n/a | n/a | n/a | n/a | n/a | 49.9% | 43.9% | 47.3% | 48.7% | 44.8% | 48.5% | 47.6% |
| CRU | Received | 170 | 265 | 188 | 254 | 205 | 163 | 146 | 178 | 176 | 209 | 262 | 97 | 2,313 |
| | Upheld % | 12.5% | 6.5% | 10.3% | 7.9% | 2.1% | 6.3% | 5.8% | 5.3% | 4.2% | 11.8% | 8.1% | 7.9% | 7.2% |
| DLA | Received | 3,781 | 3,337 | 3,566 | 3,330 | 2,550 | 2,594 | 2,764 | 2,815 | 3,491 | 3,383 | 2,652 | 2,545 | 36,808 |
| | Upheld % | 43.1% | 42.7% | 38.8% | 44.0% | 46.7% | 48.9% | 52.8% | 54.1% | 62.1% | 60.9% | 58.4% | 66.0% | 53.4% |
| DLA over 65 | Received | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| | Upheld % | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| IB | Received | 50 | 50 | 57 | 34 | 38 | 21 | 35 | 23 | 37 | 33 | 28 | 35 | 441 |
| | Upheld % | 93.3% | 82.0% | 72.3% | 60.5% | 53.8% | 62.1% | 75.9% | 93.9% | 69.2% | 90.6% | 75.0% | 77.5% | 74.5% |
| IBR | Received | 2,231 | 1,437 | 931 | 839 | 646 | 692 | 897 | 850 | 1,105 | 963 | 711 | 882 | 12,184 |
| | Upheld % | 60.3% | 62.3% | 69.7% | 69.3% | 69.5% | 73.1% | 69.2% | 79.8% | 90.7% | 93.3% | 93.7% | 95.9% | 75.0% |
| IIDB | Received | 340 | 315 | 208 | 449 | 290 | 360 | 358 | 444 | 344 | 491 | 404 | 408 | 4,411 |
| | Upheld % | 92.2% | 92.1% | 88.5% | 87.6% | 91.9% | 90.8% | 93.5% | 88.2% | 84.7% | 86.2% | 86.0% | 86.5% | 88.9% |
| IS | Received | 1,253 | 1,245 | 1,108 | 1,154 | 1,005 | 1,116 | 1,115 | 1,139 | 1,001 | 1,023 | 1,011 | 760 | 12,930 |
| | Upheld % | 57.2% | 55.1% | 61.7% | 64.9% | 63.5% | 66.7% | 68.0% | 63.8% | 68.6% | 65.0% | 67.6% | 70.8% | 64.9% |
| JSA | Received | 1,346 | 1,308 | 1,211 | 1,202 | 1,133 | 1,057 | 1,210 | 1,228 | 1,173 | 1,249 | 1,242 | 1,093 | 14,452 |
| | Upheld % | 61.0% | 59.1% | 56.9% | 56.6% | 63.8% | 59.9% | 58.8% | 67.5% | 63.2% | 63.8% | 67.1% | 71.5% | 62.6% |
| JSA (LM) | Received | 11,471 | 10,788 | 7,609 | 7,896 | 5,744 | 5,984 | 5,111 | 4,551 | 4,272 | 3,433 | 3,251 | 3,407 | 73,517 |
| | Upheld % | 58.6% | 61.7% | 67.1% | 67.7% | 73.1% | 73.1% | 71.8% | 71.4% | 75.2% | 81.4% | 82.2% | 88.7% | 70.9% |
| MA | Received | 4 | 8 | 14 | 24 | 13 | 31 | 23 | 37 | 21 | 21 | 30 | 24 | 250 |
| | Upheld % | 100.0% | 50.0% | 55.6% | 66.7% | 100.0% | 0.0% | 100.0% | 66.7% | 100.0% | 100.0% | 100.0% | 100.0% | 93.3% |
| Pension Age | Received | 400 | 328 | 335 | 334 | 316 | 476 | 458 | 565 | 530 | 638 | 538 | 433 | 5,351 |
| | Upheld % | 50.2% | 54.6% | 55.7% | 48.5% | 51.2% | 61.2% | 53.9% | 56.9% | 58.9% | 50.7% | 49.5% | 51.1% | 54.3% |
| SF | Received | 398 | 375 | 435 | 432 | 268 | 310 | 394 | 323 | 343 | 296 | 311 | 432 | 4,317 |
| | Upheld % | 78.0% | 82.9% | 83.4% | 77.9% | 76.8% | 83.2% | 79.8% | 81.4% | 85.7% | 86.9% | 92.0% | 92.9% | 83.1% |
| SPC | Received | 10 | 19 | 34 | 28 | 25 | 39 | 18 | 15 | 8 | 8 | 9 | 28 | 241 |
| | Upheld % | 0.0% | 10.5% | 16.7% | 9.4% | 15.0% | 14.3% | 11.5% | 18.2% | 15.4% | 100.0% | 50.0% | 45.0% | 16.7% |
| UC | Received | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| | Upheld % | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

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|----|----------|--------|-------|--------|-------|-------|-------|--------|-------|--------|-------|-------|-------|-------|
| WB | Received | 7 | 6 | 6 | 8 | 7 | 17 | 7 | 10 | 3 | 4 | 2 | 2 | 79 |
| | Upheld % | 100.0% | 77.8% | 100.0% | 72.7% | 40.0% | 56.3% | 100.0% | 87.5% | 100.0% | 66.7% | 33.3% | 66.7% | 73.4% |

| Benefit | Event | Apr 15 | May 15 | Jun 15 | Jul 15 | Aug 15 | Sep 15 | Oct 15 | Nov 15 | Dec 15 | Jan 16 | Feb 16 | Mar 16 | 2015/16 |
|-------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| AA | Received | 215 | 188 | 165 | 140 | 142 | 121 | 170 | 103 | 122 | 127 | 133 | 178 | 1,804 |
| | Upheld % | 93.8% | 92.2% | 91.0% | 94.9% | 90.6% | 89.6% | 90.2% | 96.3% | 94.0% | 92.9% | 93.4% | 93.9% | 92.6% |
| BB | Received | 56 | 57 | 52 | 54 | 59 | 56 | 48 | 52 | 49 | 62 | 66 | 71 | 682 |
| | Upheld % | 76.5% | 67.8% | 81.0% | 78.7% | 73.7% | 69.1% | 71.2% | 56.6% | 72.0% | 57.4% | 62.3% | 60.8% | 68.5% |
| CA | Received | 107 | 106 | 137 | 237 | 143 | 146 | 122 | 106 | 142 | 206 | 172 | 191 | 1,815 |
| | Upheld % | 64.8% | 73.2% | 69.1% | 86.3% | 93.3% | 89.5% | 83.2% | 92.7% | 88.8% | 86.9% | 90.3% | 89.3% | 84.9% |
| CMG | Received | 1,262 | 1,184 | 1,426 | 1,415 | 1,120 | 1,238 | 1,460 | 1,454 | 1,150 | 1,470 | 1,470 | 1,606 | 16,255 |
| | Upheld % | 43.0% | 47.8% | 46.4% | 46.2% | 45.8% | 47.2% | 47.1% | 47.1% | 49.3% | 47.9% | 48.0% | 47.7% | 47.0% |
| CRU | Received | 212 | 189 | 217 | 202 | 176 | 165 | 241 | 172 | 174 | 192 | 213 | 117 | 2,270 |
| | Upheld % | 9.7% | 6.6% | 4.5% | 11.4% | 7.3% | 13.6% | 14.6% | 17.9% | 5.6% | 14.5% | 15.0% | 10.0% | 10.4% |
| DLA | Received | 2,659 | 2,422 | 2,520 | 2,602 | 2,429 | 2,683 | 2,494 | 2,458 | 2,173 | 2,433 | 2,319 | 2,312 | 29,504 |
| | Upheld % | 62.6% | 64.4% | 63.8% | 67.5% | 67.1% | 67.9% | 73.5% | 70.5% | 73.8% | 74.0% | 71.8% | 71.8% | 68.9% |
| DLA over 65 | Received | 29 | 32 | 40 | 46 | 29 | 35 | 38 | 24 | 17 | 20 | 21 | 21 | 352 |
| | Upheld % | 76.5% | 92.6% | 58.5% | 78.9% | 78.9% | 78.8% | 72.5% | 66.7% | 76.5% | 89.5% | 78.9% | 85.7% | 76.6% |
| IB | Received | 17 | 19 | 15 | 22 | 12 | 17 | 29 | 20 | 18 | 6 | 10 | 18 | 203 |
| | Upheld % | 95.8% | 100.0% | 100.0% | 90.9% | 100.0% | 84.6% | 100.0% | 100.0% | 100.0% | 83.3% | 100.0% | 100.0% | 97.1% |
| IBR | Received | 579 | 583 | 627 | 680 | 575 | 618 | 605 | 606 | 465 | 467 | 471 | 572 | 6,848 |
| | Upheld % | 96.7% | 95.4% | 94.3% | 92.3% | 90.6% | 93.1% | 92.8% | 92.9% | 91.9% | 93.3% | 92.6% | 89.8% | 93.0% |
| IIDB | Received | 309 | 311 | 369 | 391 | 333 | 393 | 417 | 357 | 289 | 369 | 351 | 375 | 4,264 |
| | Upheld % | 89.7% | 94.2% | 92.2% | 93.8% | 95.4% | 95.4% | 95.0% | 97.1% | 97.0% | 97.5% | 97.6% | 97.6% | 95.2% |
| IS | Received | 926 | 801 | 956 | 792 | 703 | 723 | 879 | 755 | 759 | 869 | 837 | 804 | 9,804 |
| | Upheld % | 74.6% | 77.7% | 78.5% | 84.6% | 85.3% | 82.0% | 81.9% | 85.4% | 80.9% | 84.1% | 87.4% | 84.8% | 81.9% |
| JSA | Received | 1,373 | 1,282 | 1,664 | 1,394 | 1,052 | 1,158 | 1,313 | 957 | 927 | 916 | 1,049 | 962 | 14,047 |
| | Upheld % | 74.6% | 79.0% | 80.7% | 79.6% | 76.0% | 76.5% | 79.5% | 76.7% | 74.8% | 73.4% | 79.5% | 77.8% | 77.6% |
| JSA (LM) | Received | 2,628 | 2,515 | 2,679 | 2,177 | 1,888 | 1,658 | 1,806 | 2,188 | 2,006 | 1,592 | 1,460 | 1,427 | 24,024 |
| | Upheld % | 88.3% | 87.6% | 86.4% | 88.5% | 84.9% | 89.2% | 89.1% | 86.5% | 88.0% | 89.6% | 88.2% | 79.8% | 87.3% |
| MA | Received | 16 | 9 | 20 | 15 | 20 | 8 | 19 | 19 | 7 | 15 | 20 | 13 | 181 |
| | Upheld % | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.2% | 100.0% | 60.0% | 100.0% | 100.0% | 92.3% | 97.7% |
| Pension Age | Received | 351 | 350 | 438 | 369 | 309 | 296 | 330 | 309 | 260 | 195 | 150 | 119 | 3,476 |
| | Upheld % | 50.6% | 59.8% | 57.5% | 53.8% | 57.6% | 55.2% | 54.8% | 52.9% | 56.0% | 55.5% | 74.0% | 76.9% | 57.0% |
| SF | Received | 462 | 369 | 428 | 364 | 336 | 332 | 302 | 343 | 229 | 289 | 344 | 247 | 4,045 |
| | Upheld % | 91.9% | 92.5% | 90.4% | 90.1% | 91.5% | 94.9% | 95.4% | 92.4% | 92.2% | 94.9% | 93.3% | 89.5% | 92.3% |
| SPC | Received | 53 | 29 | 37 | 11 | 11 | 7 | 4 | 7 | 2 | 1 | 3 | 0 | 165 |

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|----|----------|-------|--------|-------|-------|-------|--------|-------|--------|-------|-------|-------|-------|-------|
| | Upheld % | 5.9% | 19.0% | 15.8% | 0.0% | 0.0% | 100.0% | 83.3% | 100.0% | 25.0% | 20.0% | 0.0% | 25.0% | 21.2% |
| UC | Received | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| | Upheld % | 84.0% | 85.4% | 79.7% | 78.3% | 79.1% | 75.1% | 74.0% | 73.6% | 77.0% | 81.1% | 83.1% | 86.6% | 79.3% |
| WB | Received | 7 | 4 | 2 | 0 | 8 | 4 | 11 | 7 | 5 | 2 | 4 | 1 | 55 |
| | Upheld % | 66.7% | 100.0% | 75.0% | 0.0% | 71.4% | 100.0% | 20.0% | 33.3% | 75.0% | 33.3% | 50.0% | 0.0% | 55.6% |

| Benefit | Event | Apr 16 | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | Oct 16 | Nov 16 | Dec 16 | Jan 17 | 2016/17 YTD |
|-------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|
| AA | Received | 146 | 122 | 174 | 146 | 161 | 125 | 159 | 193 | 151 | 183 | 1,560 |
| | Upheld % | 86.8% | 94.1% | 96.9% | 95.5% | 98.0% | 93.3% | 94.0% | 95.2% | 94.7% | 95.5% | 94.4% |
| BB | Received | 48 | 58 | 63 | 46 | 50 | 54 | 37 | 42 | 38 | 47 | 483 |
| | Upheld % | 70.2% | 79.5% | 78.0% | 63.3% | 79.5% | 75.5% | 69.4% | 61.4% | 76.5% | 56.0% | 71.3% |
| CA | Received | 187 | 140 | 144 | 133 | 180 | 217 | 198 | 194 | 115 | 154 | 1,662 |
| | Upheld % | 90.4% | 88.6% | 91.0% | 91.2% | 93.7% | 94.1% | 92.9% | 92.4% | 89.7% | 92.3% | 91.8% |
| CMG | Received | 1,553 | 1,697 | 1,769 | 1,643 | 1,809 | 1,971 | 2,043 | 2,151 | 1,629 | 2,179 | 18,444 |
| | Upheld % | 45.8% | 46.0% | 44.9% | 46.1% | 45.8% | 46.6% | 46.0% | 48.7% | 46.1% | 47.3% | 46.4% |
| CRU | Received | 287 | 297 | 331 | 313 | 288 | 277 | 300 | 296 | 26 | 2 | 2,417 |
| | Upheld % | 13.3% | 34.4% | 37.9% | 7.4% | 34.3% | 22.9% | 34.9% | 50.0% | 32.0% | 48.5% | 32.6% |
| DLA | Received | 2,476 | 2,298 | 3,116 | 2,419 | 2,342 | 2,422 | 2,723 | 2,737 | 2,294 | 2,629 | 25,456 |
| | Upheld % | 71.2% | 68.3% | 70.6% | 74.0% | 75.6% | 75.5% | 74.7% | 74.7% | 76.6% | 74.2% | 73.5% |
| DLA over 65 | Received | 21 | 24 | 11 | 15 | 22 | 25 | 20 | 31 | 30 | 35 | 234 |
| | Upheld % | 86.4% | 80.0% | 57.1% | 88.9% | 77.3% | 91.7% | 85.0% | 87.1% | 79.3% | 83.8% | 83.4% |
| IB | Received | 7 | 2 | 7 | 4 | 7 | 2 | 7 | 4 | 6 | 8 | 54 |
| | Upheld % | 100.0% | 100.0% | 71.4% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 0.0% | 75.0% | 87.5% |
| IBR | Received | 891 | 736 | 596 | 617 | 566 | 443 | 353 | 291 | 323 | 248 | 5,064 |
| | Upheld % | 91.8% | 91.4% | 85.8% | 80.7% | 78.0% | 78.8% | 76.5% | 83.7% | 81.1% | 83.3% | 84.3% |
| IIDB | Received | 355 | 320 | 390 | 398 | 431 | 350 | 382 | 417 | 311 | 311 | 3,665 |
| | Upheld % | 98.4% | 98.3% | 98.5% | 98.5% | 98.5% | 95.2% | 98.6% | 97.1% | 97.9% | 99.7% | 98.0% |
| IS | Received | 777 | 793 | 866 | 748 | 580 | 729 | 702 | 827 | 718 | 792 | 7,532 |
| | Upheld % | 84.4% | 84.2% | 83.3% | 87.1% | 85.8% | 84.8% | 80.3% | 83.3% | 81.2% | 80.6% | 83.5% |
| JSA | Received | 1,067 | 985 | 1,086 | 841 | 915 | 879 | 889 | 893 | 726 | 731 | 9,012 |
| | Upheld % | 84.5% | 84.7% | 84.5% | 78.4% | 84.0% | 85.2% | 81.8% | 81.6% | 84.2% | 84.0% | 83.4% |
| JSA (LM) | Received | 1,362 | 1,162 | 1,155 | 945 | 1,031 | 782 | 774 | 1,019 | 828 | 579 | 9,637 |
| | Upheld % | 81.5% | 83.2% | 80.6% | 87.4% | 86.5% | 85.9% | 88.0% | 89.4% | 89.6% | 88.1% | 85.4% |
| MA | Received | 15 | 38 | 34 | 20 | 17 | 4 | 13 | 15 | 21 | 17 | 194 |
| | Upheld % | 100.0% | 97.6% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 95.2% | 94.1% | 98.5% |
| Pension Age | Received | 163 | 155 | 196 | 112 | 135 | 100 | 112 | 105 | 96 | 161 | 1,335 |
| | Upheld % | 74.0% | 72.9% | 82.9% | 73.8% | 77.2% | 86.0% | 78.6% | 80.4% | 89.8% | 92.6% | 80.6% |

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|-----|----------|-------|-------|-------|-------|--------|--------|-------|-------|-------|-------|--------|
| SF | Received | 293 | 249 | 278 | 293 | 324 | 266 | 271 | 333 | 201 | 299 | 2,807 |
| | Upheld % | 94.8% | 96.7% | 98.5% | 96.9% | 98.7% | 93.2% | 95.0% | 87.5% | 89.7% | 98.3% | 95.0% |
| SPC | Received | 4 | 4 | 3 | 3 | 3 | 9 | 4 | 1 | 4 | 1 | 36 |
| | Upheld % | 50.0% | 60.0% | 50.0% | 40.0% | 75.0% | 100.0% | 0.0% | 60.0% | 50.0% | 33.3% | 53.5% |
| UC | Received | 1,888 | 1,662 | 1,503 | 1,431 | 1,630 | 1,446 | 1,152 | 448 | 481 | 3,474 | 15,115 |
| | Upheld % | 86.2% | 83.9% | 84.6% | 87.6% | 85.0% | 86.2% | 86.6% | 82.8% | 73.4% | 76.5% | 83.1% |
| WB | Received | 8 | 9 | 6 | 3 | 4 | 0 | 1 | 4 | 7 | 3 | 45 |
| | Upheld % | 77.8% | 50.0% | 45.5% | 25.0% | 100.0% | 0.0% | 0.0% | 20.0% | 66.7% | 0.0% | 53.3% |