

City JCP 2011 - 2012

Reporting Measure	JSA Off-flows (13 wks)	JSA Off-flows (26 wks)	JSA Off-flows (52 wks)	18-24 Off-flows (39 wks)	ESA Off-flows (65 wks)	IS Off-flows (52 wks)	JSA QERC	IS QERC	ESA QERC	Compliance (MVA)	Compliance (Conversion)	Date of Claim +3
Reporting Month	Jul-11	Jul-11	Jul-11	Jul-11	Jul-11	Aug-11	Oct-11	Oct-11		Oct-11	Oct-11	Oct-11
Target	55%	75%	90%	92%	68%	43%	85%	85%	85%	£ 63	30%	80%
Achieved	40.10%	63.40%	88.00%	82.90%	75.90%	47.50%	70.80%	100.00%	no data	£ 98.03	39.58%	75.80%

Explanation of terms & Notes

Target - Figure expected to be achieved as calculated from trends in previous years

Off-flows - Benefit claims that have been closed

QERC - Quality Error Reduction Checks

ESA QERC - Checks have not been completed as yet so no figures available.

Monetry Value Adjustment (MVA) - This gives the average MVA per activity.

Conversion - This gives the proportion of interventions that result in a positive outcome (i.e. resulted in a weekly benefit increase/decrease and/or identified an overpayment/underpayment)

Date of Claim +3 - New claim interview undertaken within 3 days of initial contact.