

Quarterly Appeal Tribunal Statistics

December 2001

DWP Department for
Work and Pensions

Information Centre, Analytical Services Directorate

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Introduction

The Appeals Service (tAS) replaced the Independent Tribunal Service (ITS) in April 1999, and encompasses both the judicial element of appeal tribunals and the administration of appeals. Under the decision making and appeals changes provided for in the Social Security Act 1998, with effect from 1st June 1999 responsibility for the administration of appeals passed from the President of the Independent Tribunals Service to the Secretary of State. The administrative side of the Appeals Service was launched as an agency within the Department of Social Security in April 2000. The judiciary remains the responsibility of the President of Appeal Tribunals.

Appeal tribunals under the Appeals Service hear appeals on decisions on Social Security, Child Support, Vaccine Damage, Tax Credit and Compensation Recovery questions throughout Great Britain; and on decisions under the Road Traffic Act in England and Wales. From 2nd July 2001, tAS took on the responsibility for hearing appeals on Housing Benefit and Council Tax Benefit.

This publication replaces those previously produced on the subjects of Social Security Appeal Tribunals and Medical Appeal Tribunals. Historical data back to 1993 is available from the DWP Information Centre on request (see the contact point on page one).

Figures for previous quarters have been updated for this publication and may differ from those previously published.

The results contained in this publication are derived from a 100% download of cases contained on the Generic Appeals Processing System (GAPS) on the last working day of each month. These downloads are provided by the Appeals Service and sent to the DWP Information Centre (IC), Analytical Services Directorate, for processing and publication.

All analyses are on a GB basis and exclude Northern Ireland. Additional data are collected but not published and are available on request, for example by tribunal venue.

Main Findings

New lodgements (lodged by the appellant)

The number of new lodgements of appeals with 1st tier agencies in the quarter ending 31 December 2001 was 58 thousand compared with 62 thousand in the same quarter in 2000. This figure will rise as late information feeds through to the Appeals Service and onto the Generic Appeals Processing System (GAPS). In order to help overcome this, the data extract used is three months after the point of interest. The high number of lodgements during the period December 1997 to March 1998 will be due in part to a transfer of lodgements to the GAPS computer system, which were previously unrecorded.

Prior to April 1999, tAS were notified as soon as an appeal had been received by a first tier agency, and the date the appellant lodged the appeal was recorded. Since April 1999, tAS are not notified of new appeals until they receive the submission from the first tier agencies. As a consequence of this, appeals cleared within the first tier agencies (without recourse to the Appeals Service) are no longer recorded on the Generic Appeals Processing System. This has the effect of lowering the number of registered new lodgements and the number of appeals received by tAS since April 1999.

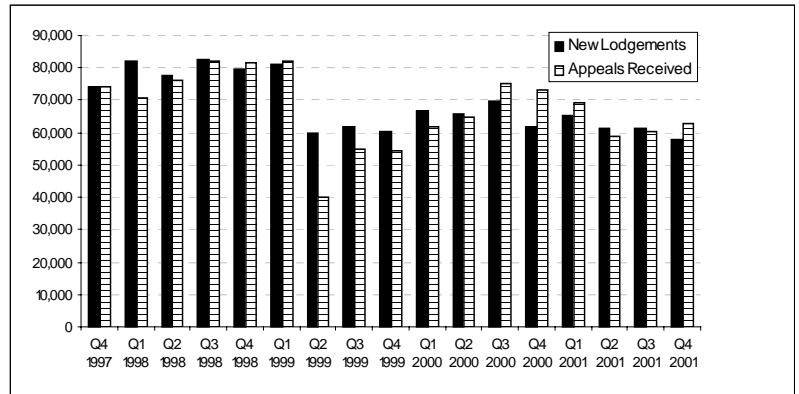
Disability Living Allowance (DLA) lodgements have fallen in number. Between quarters ending December 2000 and December 2001, they fell from 22,790 to 20,935 whereas Incapacity Benefit (PCA) appeals rose from 9,295 to 11,635, again largely due to clearances at IB PCA tests.

Appeals received by tAS

The number of appeals received by the Appeals Service in quarter ending 31 December 2001 was 62,825. This compared with 73,090 in the same quarter in 2000 and represents a reduction of 14%. These figures are based on the date the submission was received by tAS. The number of appeals received by tAS was

similarly affected by the April 1999 procedural changes as there is now a time delay between receipt of an appeal in the first tier agencies and in tAS.

Figure 1: Lodgements and Appeals Received, December 1997 to December 2001.

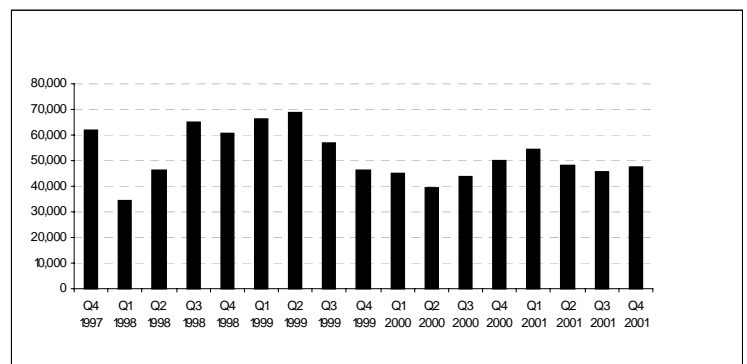


Clearances

Prior to January 1998, the number of cases cleared on GAPS was relatively low due to the fact that cases were still being cleared from the old system.

The number of appeals cleared at hearing in quarter ending 31 December 2001 was 47,770. This compared with 49,860 in the same quarter in 2000.

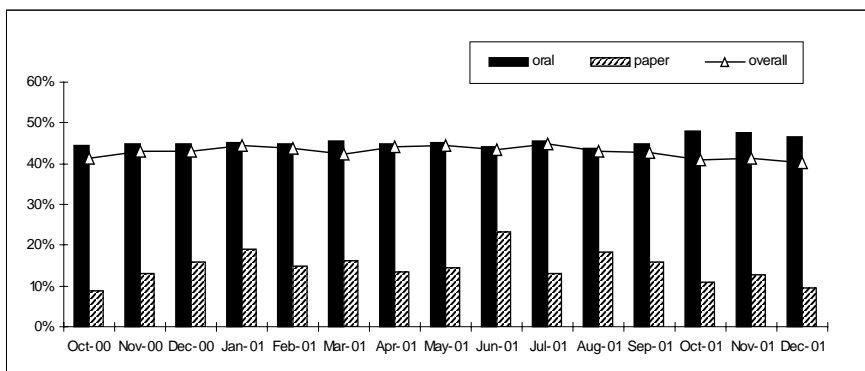
Figure 2: Appeals cleared at hearings, December 1997 to December 2001



Paper/Oral hearings

Of the 47,770 appeals cleared at hearing in the quarter ending 31 December 2001, 82% (39,050) were held at oral hearings. The remaining 18% (8,725) were paper hearings. The overall percentage of appeals found in favour of the appellant was 40.9%. The proportion of decisions in favour of the appellant was higher at oral hearings (47.5%) than at paper hearings (11.3%).

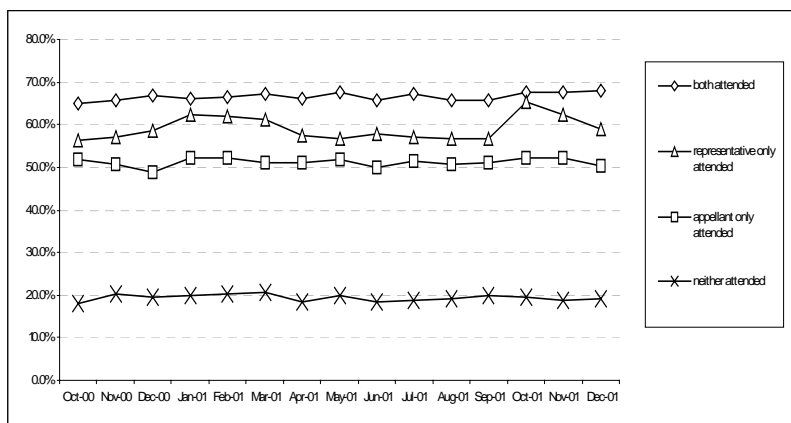
Figure 3: Percentage of appeals found in the appellant's favour at oral and paper hearings by month for appeals heard between October 2000 and December 2001



Attendance at oral hearings

The 47.5% of appeals found in the appellant's favour at oral hearings can be further broken down by whether or not the tribunal was attended by the appellant or by their representative. Oral hearings attended by the 'appellant only' had 51.7% of decisions found in favour of the appellant. For hearings attended by a 'representative only', 62.6% of decisions were found in the appellant's favour. The percentage of appeals found in the appellant's favour where both the appellant and their representative attended was 67.6%. Where the appellant had requested an oral hearing but neither the appellant nor their representative attended, the proportion of decisions found in the appellant's favour was 19.1%.

Figure 4: Success rates by attendance at oral hearings by month for appeals heard between October 2000 and December 2001



Glossary of terms and conventions

Glossary of terms

Appeal

An appeal provides a person with an impartial re-examination of the decision under appeal.

Appeal Postponed

An appeal can be postponed by any of the parties to the proceedings at any time during the life of an appeal. This would usually be necessary if for example, the appeals officer or appellant/representative required more time to compile their body of evidence.

Appeal Adjourned

This is similar to a postponement with the notable difference that an appeal will only be adjourned at a hearing.

Appeals Cleared at Hearing

The number of appeals cleared at hearings by the Appeals Service within the reporting period. This includes appeals that are withdrawn or struck out at the hearing.

Appeals Received

The number of appeals received by the Appeals Service within the reporting period. Appeals are lodged with first tier agencies prior to their receipt by the Appeals Service.

Appellant

The person who is making an appeal against a decision made on behalf of the Secretary of State.

Compensation Recovery Unit (CRU)

This is a unit that recovers benefits paid to an individual. These will usually be recovered from a compensation payment received due to an accident sustained whilst carrying out their employment duties. This accident will have rendered them unable to work and hence necessitated their claim for state benefits.

Date of Lodgement

This is the date when the appellant lodged the appeal with the first tier agency.

Decided Against Appellant

This is when an outcome of an appeal is less favourable to the appellant than the original decision.

Decided in Favour of Appellant

This is where the outcome of an appeal is more favourable to the appellant than the original decision.

Decision Upheld

This is an outcome of an appeal where the original decision of the Secretary of State is maintained.

First Tier Agencies

The Executive Agency from where the appeal originated.

Generic Appeals Processing System (GAPS)

The computer system used by the Appeals Service to process and store all information relating to current appeals. It was introduced in late 1997.

Lookalike Cases

These are cases that query the same point about a benefit. They are grouped so they can be cleared simultaneously when a decision is reached on the lead case.

New Lodgement

An appeal lodged by an appellant within the reporting period, usually the latest quarter.

Oral Hearings

A tribunal at which an appellant has expressed an intention to attend, or send a representative.

Paper Hearing

A tribunal at which an appellant has opted not to attend or send a representative.

Personal Capability Assessment (PCA)

This is the test which is applied to all those people who seek to claim Incapacity Benefit. It is designed to provide positive and constructive advice on a person's work related capability to help them plan a return to work. In April 2000, this test replaced the All Work Test (AWT) which assessed a person's medical incapacity for work and their subsequent entitlement to benefit.

Submission

The submission is the explanation of the law and facts used to reach a decision on a particular case.

Withdrawn

An appellant can withdraw an appeal at any time prior to the hearing by writing to the clerk within the Appeals Service expressing an intention not to pursue the case. No reason needs to be given.

Conventions

	In order to maintain anonymity of claimants, all 100% figures have been rounded to the nearest 5. Totals may not add due to rounding.
..	Not available
.	Not applicable
-	Nil or Negligible
Q1	1 st January to 31 st March
Q2	1 st April to 30 th June
Q3	1 st July to 30 th September
Q4	1 st October to 31 st December

Table 1: Quarterly and Monthly Key Statistics⁽¹⁾

Quarter		New ⁽²⁾ Lodgements	Appeals ⁽³⁾ Received	Appeals Cleared at Hearing	Appeals Decided in Favour of Appellant	Appeals Decided Against Appellant	Decisions Upheld	Appeals Adjourned	Appeals Postponed
1997	Q 4	74,255	74,255	61,740	21,365	420	39,380	11,275	8,285
1998	Q 1	82,325	70,750	34,370	11,170	270	22,765	6,720	3,395
1998	Q 2	77,640	76,055	46,180	15,870	260	29,675	8,700	6,145
1998	Q 3	82,600	82,320	65,120	21,560	495	42,315	11,860	8,645
1998	Q 4	79,655	81,620	60,510	20,310	395	39,050	10,520	7,465
1999	Q 1	81,105	82,005	66,160	23,695	300	41,365	11,310	7,930
1999	Q 2	59,905	39,920	68,550	24,855	355	42,485	11,715	7,625
1999	Q 3	61,800	55,025	57,185	19,560	195	36,835	9,570	7,940
1999	Q 4	60,165	54,440	46,170	16,825	55	28,710	7,980	6,220
2000	Q 1	66,955	61,965	45,195	17,880	70	26,645	7,710	5,655
2000	Q 2	65,935	64,715	39,385	15,620	40	23,050	6,555	5,055
2000	Q 3	69,680	75,005	43,695	17,900	55	25,000	8,760	5,850
2000	Q 4	61,850	73,090	49,860	21,170	65	27,810	9,975	6,635
2001	Q 1	65,105	69,145	54,665	23,760	35	29,990	11,285	7,480
2001	Q 2	61,425	58,665	48,230	21,230	35	26,120	9,345	6,795
2001	Q 3	61,310	60,180	45,855	19,955	105	24,900	9,045	6,500
2001	Q 4	57,965	62,825	47,770	19,520	70	27,425	8,170	5,680
Month									
2000	Oct	21,930	27,835	17,390	7,200	30	9,875	3,455	2,365
	Nov	22,360	27,195	18,770	8,085	25	10,350	3,735	2,550
	Dec	17,560	18,070	13,755	5,905	10	7,620	2,795	1,735
2001	Jan	20,570	23,655	17,975	7,965	10	9,730	3,830	2,485
	Feb	21,965	21,300	18,255	7,995	10	9,965	3,735	2,590
	Mar	22,575	24,200	18,470	7,820	10	10,310	3,730	2,425
	Apr	20,355	18,155	14,635	6,450	10	7,935	2,880	2,080
	May	20,110	20,750	16,920	7,535	10	9,065	3,165	2,360
	Jun	20,960	19,760	16,730	7,270	15	9,140	3,320	2,370
	Jul	21,565	22,010	15,215	6,795	10	8,095	3,000	2,265
	Aug	21,255	20,265	15,330	6,610	20	8,390	3,080	2,140
	Sep	18,495	17,910	15,355	6,580	75	8,425	2,970	2,105
	Oct	22,120	23,190	18,140	7,425	45	10,410	3,255	2,290
	Nov	21,525	23,200	17,600	7,255	15	10,040	2,930	2,050
	Dec	14,325	16,440	12,055	4,855	10	6,985	1,985	1,350

Notes: (1) All figures from quarter 3 2000 onwards, are subject to change. Figures for the latest quarter will rise significantly as information feeds through to the Appeals Service.

(2) New Lodgement figures are based on the date the appellant lodged the appeal.

(3) Appeals Received figures are based on the date the appeal was received by the Appeals Service.

Table 2: Comparative lodgement figures by benefit ⁽¹⁾

Benefit/Tax Credit	Quarter Ending	
	Quarter 4-00	Quarter 4-01 ⁽²⁾
Total	61,850	57,965
Attendance Allowance	3,205	2,765
Child Benefit / Child Benefit (Lone Parent)	375	280
CSA – Assessments	1,530	1,145
CSA – Departures Appeals	400	270
CSA – Departures Referrals	30	55
Compensation Recovery Unit	315	145
Contracted Out Employment Group	-	-
Council Tax Benefit	15	175
Credits – Approved training	-	-
Credits – Jury service	-	-
Credits – Statutory Maternity Pay	-	-
Credits – Statutory Sick Pay	-	-
Disability Living Allowance	22,790	20,935
Disability Working Allowance	5	-
Disabled Person's Tax Credit	70	40
Family Credit	10	5
Working Families' Tax Credit	725	600
Home Responsibilities Protection	5	-
Housing Benefit	140	670
Housing / Council Benefit Combined	80	645
Incapacity Benefit (PCA)	9,295	11,635
Incapacity Benefit (not PCA)	1,890	1,955
Personal Capability Assessment (not Incapacity Benefit)	275	305
Income Support	7,770	5,595
Industrial Death Benefit	-	5
Industrial Injuries Disablement Benefit	5,595	4,735
Invalid Care Allowance	405	290
Jobseeker's Allowance	4,775	3,940
Lookalike Cases	-	5
Maternity Benefit/Maternity Allowance	30	30
Retirement Pension	490	400
Road Traffic (NHS charges)	-	-
Severe Disablement Benefit / Allowance	600	250
Social Fund – Funeral Payment	650	600
Social Fund – Maternity Payment	90	120
Vaccine Damage Appeals Tribunals	10	5
Bereavement/Widows Benefit	245	135
Rare/Extinct Benefits	40	220
Invalid Appeals	-	-
Others	-	-

Notes: (1) Lodgement figures for the latest quarter will rise significantly as information feeds through to the Appeals Service.

(2) New Lodgement figures are based on the date the appellant lodged the appeal.

Table 3: Hearing outcomes by benefit and tribunal type – quarter 4, 2001

Benefit/Tax Credit	Oral Hearings			Paper Hearings		
	Appeals Cleared at Hearing	Appeals Decided in Favour of Appellant	%	Appeals Cleared at Hearing	Appeals Decided in Favour of Appellant	%
Total	39,050	18,530	47.5%	8,725	990	11.3%
Attendance Allowance	1,775	915	51.5%	360	100	27.8%
Child Benefit / Child Benefit (Lone Parent)	95	20	21.1%	55	-	..
CSA – Assessments	675	285	42.2%	50	10	20.0%
CSA – Departures Appeals	320	85	26.6%	15	-	..
CSA – Departures Referrals	35	20	57.1%	-	-	..
Compensation Recovery Unit	820	675	82.3%	75	50	66.7%
Contracted Out Employment Group	-	-	..	-	-	..
Council Tax Benefit	80	20	25.0%	15	-	..
Credits – Approved training	-	-	..	-	-	..
Credits – Jury service	-	-	..	-	-	..
Credits – Statutory Maternity Pay	-	-	..	-	-	..
Credits – Statutory Sick Pay	-	-	..	-	-	..
Disability Living Allowance	16,235	9,200	56.7%	1,945	550	28.3%
Disability Working Allowance	5	-	..	-	-	..
Disabled Person's Tax Credit	30	10	33.3%	5	-	..
Family Credit	-	-	..	-	-	..
Working Families' Tax Credit	215	40	18.6%	95	-	..
Home Responsibilities Protection	-	-	..	-	-	..
Housing Benefit	340	120	35.3%	40	-	..
Housing / Council Tax Benefit Combined	270	90	33.3%	20	-	..
Incapacity Benefit (PCA)	6,570	3,115	47.4%	855	100	11.7%
Incapacity Benefit (not PCA)	765	315	41.2%	125	10	8.0%
Personal Capability Assessment (not Incapacity Benefit)	235	90	38.3%	40	10	25.0%
Income Support	3,770	1,175	31.2%	4,185	90	2.2%
Industrial Death Benefit	-	-	..	-	-	..
Industrial Injuries Disablement Benefit	4,030	1,600	39.7%	90	20	22.2%
Invalid Care Allowance	140	40	28.6%	35	5	14.3%
Jobseeker's Allowance	1,440	445	30.9%	460	30	6.5%
Lookalike Cases	-	-	..	-	-	..
Maternity Benefit/Maternity Allowance	10	5	50.0%	5	-	..
Retirement Pension	220	35	15.9%	50	5	10.0%
Road Traffic (NHS charges)	-	-	..	-	-	..
Severe Disablement Benefit / Allowance	345	145	42.0%	20	-	..
Social Fund – Funeral Payment	330	55	16.7%	100	5	5.0%
Social Fund – Maternity Payment	50	5	10.0%	20	-	..
Vaccine Damage Appeals Tribunals	5	-	..	-	-	..
Bereavement/Widows Benefit	145	15	10.3%	20	-	..
Rare/Extinct Benefits	95	10	10.5%	40	-	..
Invalid Appeals	-	-	..	-	-	..
Others	-	-	..	-	-	..

Table 4: Key statistics by regional office – quarter 4, 2001

Regional Centre	New ⁽¹⁾ Lodgements	Appeals ⁽³⁾ Received	Appeals Cleared at Hearing	Appeals Decided in Favour of Appellant	Percentage Decided in Favour	Appeals Decided Against the Appellant	Decisions Upheld	Appeals Adjourned	Appeals Postponed
Total	57,965	62,825	47,770	19,520	40.9%	70	27,425	8,170	5,680
Birmingham	6,160	6,545	4,380	1,650	37.7%	5	2,655	745	350
Cardiff	7,930	8,650	6,400	2,795	43.7%	35	3,505	1,125	975
Glasgow	8,460	9,235	8,825	3,600	40.8%	5	5,065	1,825	1,015
Leeds	6,130	6,865	4,735	1,535	32.4%	5	3,125	495	395
Liverpool	5,470	5,970	4,345	1,830	42.1%	-	2,455	825	480
Newcastle	4,860	4,870	4,355	1,830	42.0%	-	2,475	660	665
Nottingham	8,630	10,020	7,540	3,045	40.4%	5	4,335	1,245	855
Salford	3,790	3,975	3,355	1,340	39.9%	5	1,950	660	430
Sutton	6,530	6,700	3,830	1,900	49.6%	5	1,855	590	515

Notes: ⁽¹⁾ New Lodgement figures are based on the date the appellant lodged the appeal.

⁽²⁾ Lodgement figures for the latest quarter will rise significantly as information feeds through to the Appeals Service.

⁽³⁾ Appeals Received figures are based on the date the appeal was received by the Appeals Service.

Table 5: Hearing outcomes by type of attendance and benefit – quarter 4, 2001

Benefit/Tax Credit	All attendances			Appellant only attended		
	Appeals Cleared at Hearing	Appeals Decided in Favour of Appellant	%	Appeals Cleared at Hearing	Appeals Decided in Favour of Appellant	%
Total	26,880	16,320	60.7%	11,015	5,695	51.7%
Attendance Allowance	1,200	750	62.5%	265	130	49.1%
Child Benefit / Child Benefit (Lone Parent)	45	15	33.3%	35	10	28.6%
CSA – Assessments	370	200	54.1%	285	150	52.6%
CSA – Departures Appeals	185	60	32.4%	150	50	33.3%
CSA – Departures Referrals	20	20	100.0%	20	15	75.0%
Compensation Recovery Unit	550	485	88.2%	230	205	89.1%
Contracted Out Employment Group	-	-	..	-	-	..
Council Tax Benefit	40	15	37.5%	30	10	33.3%
Credits – Approved training	-	-	..	-	-	..
Credits – Jury service	-	-	..	-	-	..
Credits – Statutory Maternity Pay	-	-	..	-	-	..
Credits – Statutory Sick Pay	-	-	..	-	-	..
Disability Living Allowance	12,470	8,215	65.9%	4,190	2,395	57.2%
Disability Working Allowance	-	-	..	-	-	..
Disabled Person's Tax Credit	20	10	50.0%	10	5	50.0%
Family Credit	-	-	..	-	-	..
Working Families' Tax Credit	95	30	31.6%	70	20	28.6%
Home Responsibilities Protection	-	-	..	-	-	..
Housing Benefit	220	110	50.0%	100	40	40.0%
Housing / Council Tax Benefit Combined	165	80	48.5%	95	40	42.1%
Incapacity Benefit (PCA)	4,640	2,915	62.8%	2,175	1,180	54.3%
Incapacity Benefit (not PCA)	470	265	56.4%	235	115	48.9%
Personal Capability Assessment (not Incapacity Benefit)	135	85	63.0%	65	35	53.8%
Income Support	1,855	960	51.8%	915	405	44.3%
Industrial Death Benefit	-	-	..	-	-	..
Industrial Injuries Disablement Benefit	3,050	1,505	49.3%	1,275	550	43.1%
Invalid Care Allowance	90	40	44.4%	45	10	22.2%
Jobseeker's Allowance	625	335	53.6%	445	220	49.4%
Lookalike Cases	-	-	..	-	-	..
Maternity Benefit/Maternity Allowance	5	5	..	5	-	..
Retirement Pension	110	25	22.7%	70	10	14.3%
Road Traffic (NHS charges)	-	-	..	-	-	..
Severe Disablement Benefit / Allowance	225	125	55.6%	125	70	56.0%
Social Fund – Funeral Payment	145	50	34.5%	90	25	27.8%
Social Fund – Maternity Payment	20	-	..	15	-	..
Vaccine Damage Appeals Tribunals	5	-	..	-	-	..
Bereavement/Widows Benefit	85	10	11.8%	60	5	8.3%
Rare/Extinct Benefits	45	10	22.2%	30	5	16.7%
Invalid Appeals	-	-	..	-	-	..
Others	-	-	..	-	-	..

Table 5 (cont.): Hearing outcomes by type of attendance and benefit – quarter 4, 2001

Benefit/Tax Credit	Representative only attended			Both attended		
	Appeals Cleared at Hearing	Appeals Decided in Favour of Appellant	%	Appeals Cleared at Hearing	Appeals Decided in Favour of Appellant	%
Total	1790	1,120	62.6%	14,070	9,510	67.6%
Attendance Allowance	205	145	70.7%	730	475	65.1%
Child Benefit / Child Benefit (Lone Parent)	5	5	..	5	5	..
CSA – Assessments	10	5	50.0%	70	45	64.3%
CSA – Departures Appeals	5	-	..	25	10	40.0%
CSA – Departures Referrals	-	-	..	5	-	..
Compensation Recovery Unit	255	230	90.2%	65	50	76.9%
Contracted Out Employment Group	-	-	..	-	-	..
Council Tax Benefit	-	-	..	10	5	50.0%
Credits – Approved training	-	-	..	-	-	..
Credits – Jury service	-	-	..	-	-	..
Credits – Statutory Maternity Pay	-	-	..	-	-	..
Credits – Statutory Sick Pay	-	-	..	-	-	..
Disability Living Allowance	735	470	63.9%	7,545	5,350	70.9%
Disability Working Allowance	-	-	..	-	-	..
Disabled Person's Tax Credit	5	-	..	10	5	50.0%
Family Credit	-	-	..	-	-	..
Working Families' Tax Credit	5	-	..	20	10	50.0%
Home Responsibilities Protection	-	-	..	-	-	..
Housing Benefit	20	15	75.0%	100	55	55.0%
Housing / Council Tax Benefit Combined	10	5	50.0%	55	35	63.6%
Incapacity Benefit (PCA)	100	55	55.0%	2,365	1,680	71.0%
Incapacity Benefit (not PCA)	25	10	40.0%	210	140	66.7%
Personal Capability Assessment (not Incapacity Benefit)	5	-	..	70	50	71.4%
Income Support	185	100	54.1%	755	460	60.9%
Industrial Death Benefit	-	-	..	-	-	..
Industrial Injuries Disablement Benefit	130	55	42.3%	1,640	900	54.9%
Invalid Care Allowance	10	5	50.0%	40	25	62.5%
Jobseeker's Allowance	25	15	60.0%	155	100	64.5%
Lookalike Cases	-	-	..	-	-	..
Maternity Benefit/Maternity Allowance	-	-	..	-	-	..
Retirement Pension	15	5	33.3%	25	10	40.0%
Road Traffic (NHS charges)	-	-	..	-	-	..
Severe Disablement Benefit / Allowance	10	-	..	90	55	61.1%
Social Fund – Funeral Payment	20	5	25.0%	35	20	57.1%
Social Fund – Maternity Payment	-	-	..	-	-	..
Vaccine Damage Appeals Tribunals	-	-	..	5	-	..
Bereavement/Widows Benefit	5	-	..	20	5	25.0%
Rare/Extinct Benefits	5	-	..	10	5	50.0%
Invalid Appeals	-	-	..	-	-	..
Others	-	-	..	-	-	..

Table 5 (cont.): Hearing outcomes by type of attendance and benefit - quarter 4, 2001

Benefit/Tax Credit	Not attended			Attendance details not known		
	Appeals Cleared at Hearing	Appeals Decided in Favour of Appellant	%	Appeals Cleared at Hearing	Appeals Decided in Favour of Appellant	%
Total	5,980	1,145	19.1%	6,190	1,065	17.2%
Attendance Allowance	205	60	29.3%	370	105	28.4%
Child Benefit / Child Benefit (Lone Parent)	15	-	..	35	-	..
CSA – Assessments	195	55	28.2%	115	30	26.1%
CSA – Departures Appeals	90	10	11.1%	50	10	20.0%
CSA – Departures Referrals	15	-	..	-	-	..
Compensation Recovery Unit	120	75	62.5%	150	115	76.7%
Contracted Out Employment Group	-	-	..	-	-	..
Council Tax Benefit	25	5	20.0%	15	-	..
Credits - Approved training	-	-	..	-	-	..
Credits - Jury service	-	-	..	-	-	..
Credits - Statutory Maternity Pay	-	-	..	-	-	..
Credits - Statutory Sick Pay	-	-	..	-	-	..
Disability Living Allowance	1,825	520	28.5%	1,935	470	24.3%
Disability Working Allowance	-	-	..	-	-	..
Disabled Person's Tax Credit	5	-	..	-	-	..
Family Credit	-	-	..	-	-	..
Working Families' Tax Credit	30	5	16.7%	95	5	5.3%
Home Responsibilities Protection	-	-	..	-	-	..
Housing Benefit	95	5	5.3%	25	-	..
Housing / Council Tax Benefit Combined	85	5	5.9%	20	-	..
Incapacity Benefit (PCA)	940	105	11.2%	990	100	10.1%
Incapacity Benefit (not PCA)	150	25	16.7%	145	25	17.2%
Personal Capability Assessment (not Incapacity Benefit)	45	5	11.1%	50	5	10.0%
Income Support	885	135	15.3%	1,025	80	7.8%
Industrial Death Benefit	-	-	..	-	-	..
Industrial Injuries Disablement Benefit	535	50	9.3%	445	50	11.2%
Invalid Care Allowance	25	-	..	25	-	..
Jobseeker's Allowance	410	60	14.6%	410	50	12.2%
Lookalike Cases	-	-	..	-	-	..
Maternity Benefit/Maternity Allowance	-	-	..	-	-	..
Retirement Pension	85	10	11.8%	25	-	..
Road Traffic (NHS charges)	-	-	..	-	-	..
Severe Disablement Benefit / Allowance	65	10	15.4%	60	10	16.7%
Social Fund - Funeral Payment	75	5	6.7%	110	5	4.5%
Social Fund - Maternity Payment	15	-	..	20	-	..
Vaccine Damage Appeals Tribunals	-	-	..	-	-	..
Bereavement/Widows Benefit	30	-	..	30	-	..
Rare/Extinct Benefits	15	-	..	35	-	..
Invalid Appeals	-	-	..	-	-	..
Others	-	-	..	-	-	..