



Ministry of
JUSTICE



HM Courts
& Tribunals
Service

Social Security and Child Support Statistics: 1 April 2010 to 31 March 2011

Statistical Notice

Published 11 May, 2011

Alternative format versions of this report are
available on request from
tsstats@hmcts.gsi.gov.uk.

© Crown copyright
Produced by the Ministry of Justice

Contents

Introduction	2
Key Findings	3
Commentary	5
Explanatory notes	10
Tables	13
Table 1.1 SSCS Receipts by Benefit Type	
Table 2.1 SSCS Disposals by Benefit Type	
Table 2.2 SSCS Hearing Outcomes by Benefit Type	
Table 3.1 SSCS Caseload Outstanding	
Table 4.1 SSCS Performance Indicators	

Introduction

This Statistical Notice presents information on the activity of the Social Security and Child Support (SSCS) tribunal for the period, 1 April 2010 to 31 March 2011.

I have taken the decision to release this information outside the usual timetable for Statistical Releases due to the amount of Parliamentary and media interest in the work of SSCS over recent months and to ensure that debate is informed by the latest data. It should be noted that information for January – March 2011 is provisional management information and may be amended when Official Statistics are published. This will be published monthly until the end of August 2011 when we will review the need for monthly publication. This is the third of such reports and they have been published at www.justice.gov.uk/publications/statistics-and-data/tribunals/sscs-stats.htm.

Quarterly Official Statistics for Tribunals, for the first three quarters of 2010-11 (April 2010 to December 2010) have been published and are available at www.justice.gov.uk/publications/statistics-and-data/tribunals/quarterly.htm.

Iain Bell

Chief Statistician

Ministry of Justice

Key Findings

Social Security and Child Support (SSCS) had 418,500 receipts between April 2010 and March 2011, an increase of 23% over the same period in the previous year (339,200), and a 72% increase on the number in 2008-09. There has been a 36% increase in the number of disposals by this jurisdiction from 279,300 in 2009-10, to 378,800 in 2010-11. When compared with 2008-09, there were 54% more disposals in 2010-11.

Receipts and Disposals

- The number of monthly receipts peaked March 2011 (at 40,200) – only slightly higher than the August 2010 figure of 40,100.
- The number of disposals has been generally rising since December 2009, with disposals of 40,500 in March 2011 being the highest recorded.
- In March 2011, the number of disposals exceeded receipts for the third consecutive month.
- For Employment Support Allowance (ESA) and Incapacity Benefit (IB) specifically:
 - After month on month rises, the number of ESA/IB receipts went down each month from August 2010 until December 2010, but have risen again during the last quarter.
 - Receipts for March (22,400) were, with the exception of August 2010, the highest since the introduction of the benefit.
 - Disposals have been generally increasing since June 2009, reaching a peak of 23,000 in March 2011.
 - In four of the last five months (excluding December 2010), the number of ESA/IB disposals outstripped receipts. In December 2010, disposals were at similar levels to receipts.

Caseload Outstanding

- At 31 March, 2011, the caseload outstanding was 194,200, an increase of 40% on the number at 31 March of the previous year.
- For ESA and IB cases, as disposals have exceeded receipts in four of the last five months, the numbers outstanding seem to have shown small decreases in the last three months.

Clearances and Timeliness

- The average clearance time (from receipt to disposal) has been increasing over the last couple of years. In March 2011, this average was 22.6 weeks.

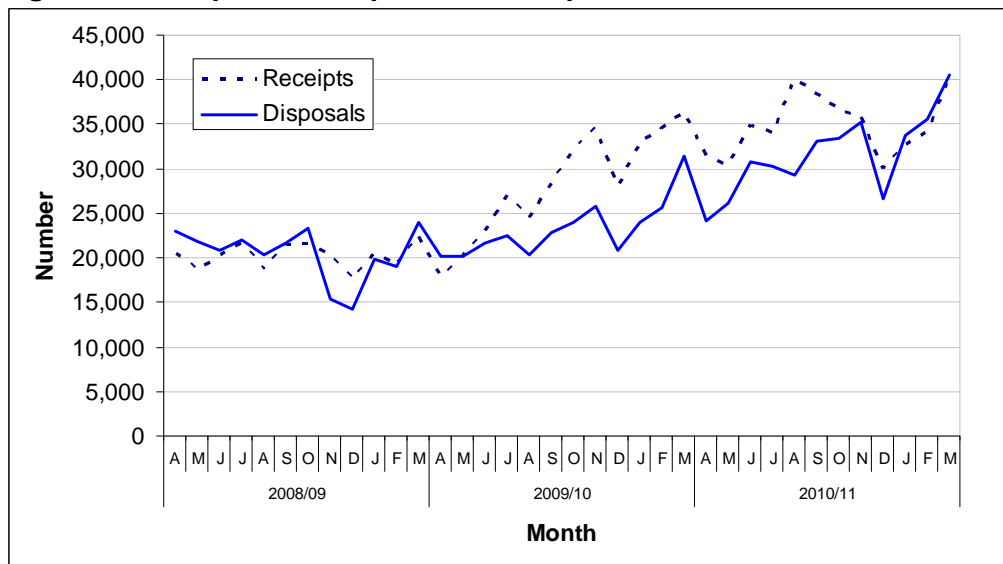
Commentary

Receipts and Disposals (Tables 1.1 and 2.1)

1. The Social Security and Child Support (SSCS) tribunal had 418,500 receipts in the period 1 April 2010 – 31 March 2011 – more than half of all receipts for the Tribunals Service. Receipts to SSCS have been increasing over the last couple of years – with receipts for 2010-11 being 23% higher than in 2009-10, and 72% higher than in 2008-09. The increase in receipts in 2010-11 was seen in all tribunal categories.

2. The number of monthly receipts peaked in March 2011 (at 40,200) and was slightly higher than the August 2010 figure of 40,100.

Figure 1: Receipts and Disposals from April 2008 to March 2011



Source: SSCS monthly returns

3. During 2010-11, SSCS disposed of 378,800 cases – an increase of 36% on the number disposed of in 2009-10, and 54% on the number disposed of in 2008-09.

4. **Figure 1** shows the trend in both receipts and disposals. The number of disposals has been generally rising since December 2009, with disposals of 40,500 in March 2011 - the highest recorded. In March 2011, the number of disposals exceeded receipts for the third consecutive month. In that month there were 40,500 disposals as compared with 40,200 receipts.

Receipts and Disposals by Benefit Type (Tables 1.1 and 2.1)

5. Of those 418,500 cases received between April 2010 and March 2011:

- 231,700 or 55% related to Employment Support Allowance (ESA)/Incapacity Benefit (IB);
- 83,600 or 20% were for Disability Living Allowance/Attendance Allowance (DLA/AA);
- 47,000 or 11% were for Job Seeker's Allowance (JSA).

6. The rise in SSCS receipts over recent years, has mainly been caused by the introduction of Employment Support Allowance in October 2008 to replace Incapacity Benefit. In 2010-11, SSCS had 231,700 receipts for these two benefit types – 29% more than in 2009-10 and 167% more than 2008-09. Individually, receipts in Employment Support Allowance rose by 56% last year, whilst receipts for Incapacity Benefit fell by 34% over the same period.

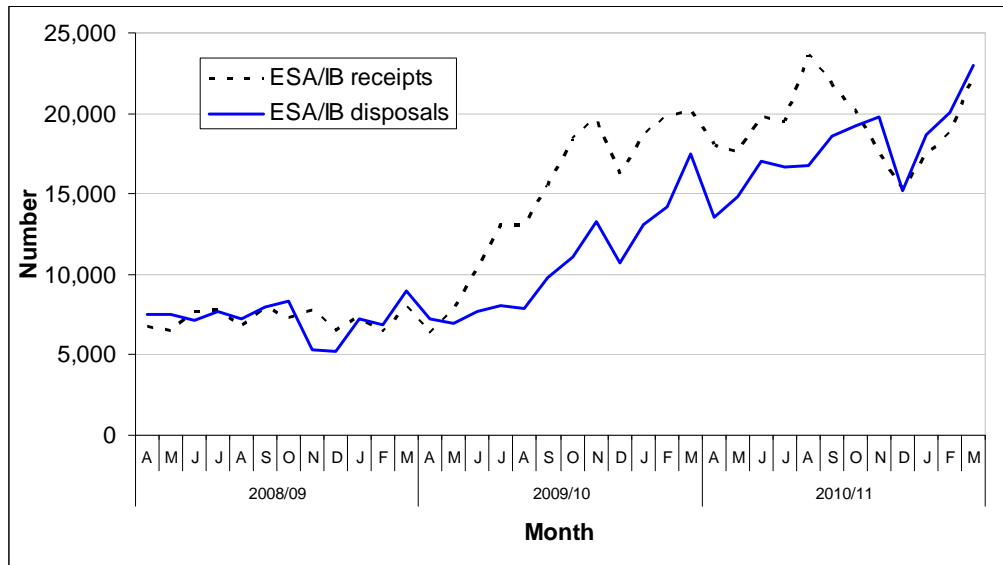
7. Sizeable monthly increases in ESA/IB receipts were seen from June 2009, where the number of receipts in that month was 10,200. The number generally continued to rise until August 2010, reaching a peak of 23,600 – 59% of all SSCS receipts for that month. Since August, the number of ESA/IB receipts fell each month until December 2010. During the last quarter of 2010-11, receipts rose again and the 22,400 ESA/IB receipts in March 2011 represented 56% of all SSCS receipts for that month. With the exception of August 2010, the number of ESA/IB receipts in March 2011 was the highest since the benefit was introduced.

8. Examining the other benefit types, there has been a rise in the number of receipts for Job Seeker's Allowance (JSA) and Disability Living Allowance/Attendance Allowance. In 2010-11, there were 47,000 JSA receipts (a 51% increase on 2009-10), and 83,600 DLA/AA receipts (up 11% on the same period of the previous year). There was a substantial increase in the number of receipts related to Carer's Allowance – these rose by 47%, from, 1,100 in 2009-10 to 1,600 in 2010-11.

9. In 2010-11, 213,400 ESA/IB cases were disposed of – 68% more than the 127,400 disposals in 2009-10 and 146% more than the 86,800 disposals in 2008-09.

10. Similarly to receipts, the number of ESA/IB disposals has been generally increasing since June 2009, reaching their highest level of 23,000 in March 2011. In four of the last five months (excluding December 2010) the number of ESA/IB disposals has outstripped receipts. In December 2010, disposals were at a similar level to receipts.

Figure 2: ESA/IB Receipts and Disposals from April 2008 to March 2011



Source: SSCS monthly returns

Outcome of hearings (Table 2.2)

11. Table 2.2 provides some information on the outcome of Social Security and Child Support cases that were cleared at hearing¹, and whether the decision was found in favour of the appellant or if the original decision made by DWP was upheld. In 2010-11, there were 275,500 hearing clearances – 33% more than in 2009-10. Of these, 35% were found in favour of the appellant (but there is some variation in that proportion by benefit type: 37% of DLA/AA in favour of the appellant; 40% of ESA/IB; 13% of JSA; and, 9% of Social Fund).

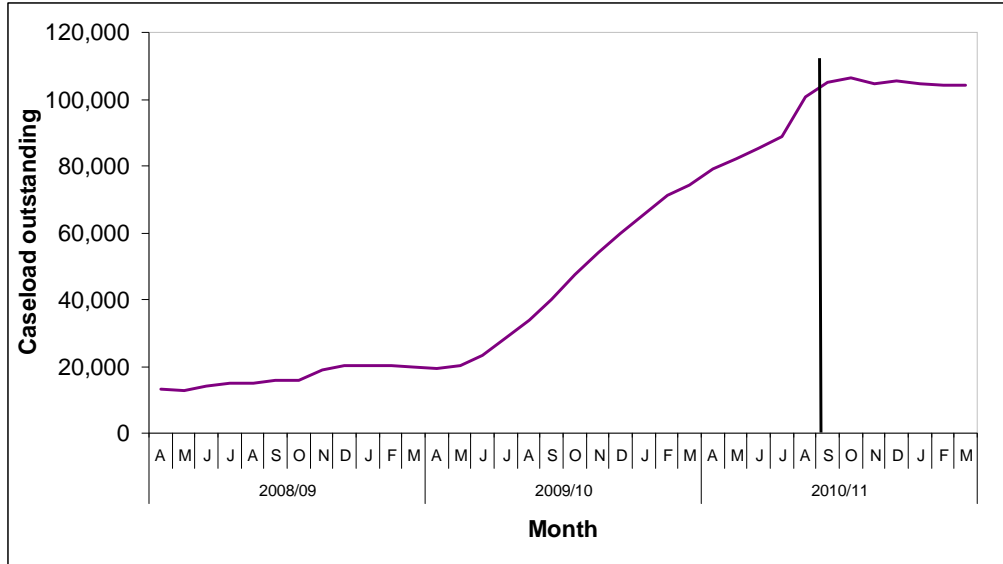
Caseload Outstanding (Table 3.1)

12. At 31 March, 2011, the caseload outstanding was 194,200, an increase of 40% on the 138,800 at 31 March of the previous year. Over half is in the “04 Tribunal category”, which is where ESA and IB cases are predominately recorded. Examining just that category, the outstanding caseload was 98,700 at 31 March 2011 as compared with 74,400 at 31 March 2010.

13. Figure 3 shows significant rises in the caseload outstanding (for the “04 ESA/IB Tribunal category”) around the time that receipts of ESA/IB started to increase. As disposals have exceeded receipts in four of the last five months, the numbers outstanding have shown a small decrease in the last three months.

¹ These are cleared via a Tribunal (could be a panel or a member of the Judiciary sitting alone) with a decision/outcome.

Figure 3: Caseload Outstanding for “04 Tribunal Category/ESA/IB” from April 2008 to March 2011²



Source: SSCS monthly returns

Performance (Table 4.1)

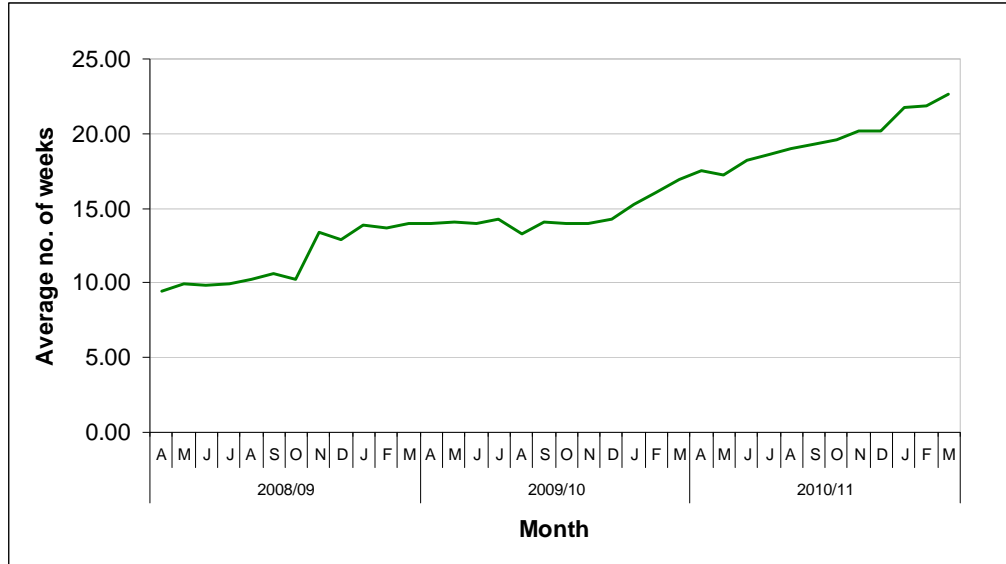
14. The performance indicator for SSCS is:

“The percentage of appeals where the final outcome is promulgated within sixteen weeks of receipt at SSCS” – against a 75% target.

15. At the end of the year, performance was 47% against the 75% target. An alternative measure of timeliness has been examined showing the average amount of time (in weeks) taken from receipt at the tribunal to clear or dispose of a case. Figure 4 shows that the average clearance time has been increasing over the last couple of years. In March 2011, this average was 22.6 weeks for all benefits combined and 23.1 for ESA/IB cases.

² There is a discontinuity in the data series. All ESA/IB outstanding caseload captured from August 2010. Prior to this date some cases were dealt with as Category 01 and are not included.

Figure 4: Average Clearance time for all SCS disposals from April 2008 to March 2011



Source: SCS monthly returns

Explanatory notes

Data quality and sources

Information presented in this report is drawn from administrative sources. It should be noted that information for January 2011 to March 2011 is provisional management information and may be amended when Official Statistics are published.

Definitions

Receipt – Volumetric term covering the acceptance of a case within the Tribunals Service.

Disposal – A disposal is the closure of a case when work has ceased to be done. This can be through a claim being withdrawn, settled, dismissed or being heard at a hearing.

Hearing clearance – these are cleared via a Tribunal (could be a panel or member of the Judiciary sitting alone) with a decision/outcome.

Non-hearing clearance – these are cases withdrawn prior to a hearing, struck out or superseded. There are some Tribunal judgements (some go the judge who decides that they should be struck out).

Hearing – The hearing is a meeting at which the tribunal panel considers evidence (either orally or paper based) and reaches a decision (where the decision may be to adjourn or to agree a final outcome). If the hearing is adjourned and restarted, it counts as one hearing.

Examples of hearings include:

- Paper hearings;
- Oral hearings;
- Case Management Discussions;
- Decision on Eligibility.

Oral Hearing – A hearing where the party(ies) and/or their representative(s) have been invited to attend (this can be by telephone or by video conference).

Paper Hearing – Consideration of the case using documents, and not requiring any physical appearance by the parties.

Decision in favour – Decision in favour of the appellant.

Decision upheld – Decision made by the First Tier Agency (Department of Work and Pensions) upheld by the Tribunal.

Withdrawal – The applicant/claimant/appellant ceases action either before or at the hearing.

Settlement – Cases settled without the need for a hearing. A third party may have been involved in the process.

Outcome of hearing – The outcome of the hearing is the final determination of the proceedings or of a particular issue in those proceedings.

Caseload outstanding – The number of cases outstanding at the end of the period and still waiting to be dealt with to completion.

Symbols and conventions

Figures in the tables are rounded independently and thus may not add to totals because of rounding. The following conventions have been used throughout:

- Values less than 100 remain as unit values.
- Values from 100 to 999 are rounded to the nearest 10.
- Values of 1,000 and over are rounded to the nearest hundred.

The following symbols have been used throughout the tables in this bulletin:

.	= Not applicable
..	= Not available
-	= Small Value
0	= Nil
(r)	= Revised data
(p)	= Provisional data

Contact points for further information

Current and previous editions of this publication are available for download at www.justice.gov.uk/publications/statistics-and-data/tribunals/sscs-stats.htm .

Spreadsheet files of the tables and graphs contained in this document are also available for download from this address.

Press enquiries should be directed to the Ministry of Justice press office:

Email: press.office@justice.gsi.gov.uk

Other enquiries about these statistics should be directed to:

HM Courts and Tribunals Service

Performance, Analysis and Reporting Team

4th Floor

Taylor House

88 Rosebery Avenue

London EC1R 4QU

Email: tsstats@hmcts.gsi.gov.uk

General enquiries about the statistical work of the Ministry of Justice can be e-mailed to: statistics.enquiries@justice.gsi.gov.uk

General information about the official statistics system of the UK is available from www.statistics.gov.uk

© Crown copyright
Produced by the Ministry of Justice

Alternative format versions of this report are available on request from tsstats@hmcts.gsi.gov.uk.

Tables

Table 1.1 SSCS Receipts by Benefit Type

Benefit	2009-10					2010-11 ^P							
	Q 1	Q 2	Q 3	Q 4	Total	Q1 ^P	Q2 ^P	Q3 ^P	Jan ^P	Feb ^P	Mar ^P	Q4 ^P	Total ^P
	Rounded Numbers												
Attendance Allowance	790	1,000	980	1,100	3,900	860	1,100	1,100	330	330	390	1,100	4,200
Disability Living Allowance	15,900	16,900	18,800	20,100	71,700	17,300	21,000	21,400	6,300	6,200	7,300	19,900	79,500
Bereavement Benefit	140	140	150	120	530	120	110	140	39	42	40	120	500
Carer's Allowance	260	380	260	210	1,100	310	440	420	120	140	190	460	1,600
Child Benefit Lone Parent	340	490	350	420	1,600	340	640	480	150	150	200	500	1,900
Child Support Allowance	1,100	1,000	940	1,100	4,200	940	930	920	270	310	360	940	3,700
Credits (Other)	0	0	0	0	0	0	-	-	-	-	-	-	6
Tax Credits	390	340	300	550	1,600	710	720	670	240	320	380	930	3,000
COEG	-	-	-	0	-	-	-	-	0	0	0	0	-
Compensation Recovery Unit	83	73	120	94	370	75	87	100	30	36	37	100	370
Housing/Council Tax	3,100	3,200	3,100	3,100	12,500	3,100	3,300	3,000	910	980	1,100	3,000	12,300
Disability Working Allowance	-	0	0	-	-	0	0	-	0	0	0	0	-
Employment Support Allowance	10,100	29,000	41,100	46,500	126,800	46,000	55,700	44,900	14,900	16,700	19,300	50,800	197,400
Health in Pregnancy Grant	0	120	270	220	610	120	93	50	37	49	45	130	390
Home Responsibilities Protection	-	-	12	10	25	7	6	-	5	-	-	9	25
Incapacity Benefit	14,200	12,600	13,100	12,200	52,200	9,400	9,100	8,000	2,500	2,100	3,100	7,700	34,300
Income Support	3,900	4,100	3,800	4,200	16,000	3,900	4,000	4,000	990	1,000	1,100	3,100	15,100
Industrial Death Benefit	0	0	-	-	-	-	0	0	0	0	0	0	-
Industrial Injuries Disablement Benefit	1,700	1,100	1,800	2,700	7,300	2,600	2,200	2,300	700	710	670	2,100	9,200
Job Seekers Allowance	6,900	7,300	7,600	9,300	31,100	8,800	11,500	12,900	4,400	4,400	5,000	13,800	47,000
Lookalikes	0	-	-	-	-	-	-	-	-	0	0	-	8
Maternity Benefit/Allowances	67	64	54	69	250	57	71	57	8	15	25	48	230
Others (Extinct/Rare Benefits)	16	19	31	14	80	17	42	23	6	-	6	15	97
Penalty Proceedings	0	0	0	0	0	-	0	0	0	0	-	-	-
Pensions credit	400	370	460	460	1,700	330	360	390	140	170	220	530	1,600
Retirement Pension	250	160	190	220	810	220	190	270	88	100	90	280	960
Severe Disablement Benefit/Allowance	33	32	29	36	130	26	23	42	13	10	16	39	130
Social Fund	1,400	1,200	970	1,100	4,700	1,300	1,000	1,200	390	420	580	1,400	4,800
Vaccine Damage Appeals	0	-	-	-	6	-	-	-	-	-	0	-	7
Total	61,100	79,800	94,600	103,800	339,200	96,500	112,600	102,500	32,500	34,200	40,200	106,900	418,500

Source: SSCS Gaps 2 database

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

p Provisional

Table 2.1 SSCS Disposals by Benefit Type

Rounded Numbers

Benefit	2009-10					2010-11 ^P							
	Q 1	Q 2	Q 3	Q 4	Total	Q1 ^P	Q2 ^P	Q3 ^P	Jan ^P	Feb ^P	Mar ^P	Q4 ^P	Total ^P
Attendance Allowance	880	920	910	840	3,500	850	850	850	320	290	410	1,000	3,600
Disability Living Allowance	17,500	17,000	15,500	15,500	65,400	15,500	16,200	15,100	5,500	5,800	6,900	18,200	65,000
Bereavement Benefit	120	150	130	120	520	110	100	110	45	62	45	150	480
Carer's Allowance	320	340	280	260	1,200	220	340	380	130	130	130	390	1,300
Child Benefit Lone Parent	450	450	380	370	1,700	340	440	480	140	170	190	500	1,800
Child Support Allowance	1,200	1,200	1,000	880	4,300	860	870	860	320	350	330	1,000	3,600
Credits (Other)	0	0	0	0	0	0	0	-	0	-	-	-	-
Tax Credits	320	430	330	350	1,400	510	690	730	260	270	330	850	2,800
COEG	0	0	-	-	-	0	0	0	0	0	-	-	-
Compensation Recovery Unit	96	88	89	86	360	72	79	100	21	44	23	88	340
Housing/Council Tax benefit	3,300	3,300	3,100	3,200	12,900	2,800	3,000	3,100	1,100	1,100	1,100	3,300	12,200
Disability Working Allowance	0	-	0	0	-	0	0	-	0	-	0	-	-
Employment Support Allowance	2,300	11,200	23,400	33,600	70,500	35,300	42,500	45,900	15,700	17,100	19,600	52,400	176,100
Health in Pregnancy Grant	0	50	140	230	420	160	130	83	31	37	47	120	480
Home Responsibilities Protection	-	-	-	10	16	7	11	-	-	-	-	10	30
Incapacity Benefit	19,500	14,400	11,600	11,200	56,800	10,100	9,500	8,400	3,000	3,000	3,500	9,400	37,300
Income Support	5,300	4,700	4,000	3,800	17,700	3,400	3,800	4,100	1,400	1,400	1,500	4,300	15,700
Industrial Death Benefit	0	0	0	0	0	-	-	0	0	0	0	0	-
Industrial Injuries Disablement Benefit	1,700	1,700	1,300	1,400	6,000	1,900	2,100	2,000	720	730	650	2,100	8,100
Job Seekers Allowance	6,900	7,600	6,900	7,500	28,800	7,400	9,900	11,400	4,400	4,400	5,100	13,800	42,500
Lookalikes	0	0	-	-	-	-	-	0	-	-	-	-	6
Maternity Benefit/Allowances	65	68	54	54	240	58	68	60	14	18	14	46	230
Others (Extinct/rare Benefits)	23	21	14	20	78	17	14	30	-	9	5	18	79
Penalty Proceedings	0	0	0	0	0	0	0	-	0	0	0	0	-
Pensions Credit	430	420	370	430	1,600	360	380	430	150	160	180	480	1,700
Retirement Pension	260	220	160	200	850	190	190	210	88	86	96	270	860
Severe Disablement Benefit/Allowance	41	32	24	22	120	26	27	36	8	9	11	28	120
Social Fund	1,400	1,300	990	980	4,700	980	1,200	1,000	430	390	470	1,300	4,500
Vaccine Damage Appeals	-	0	-	-	-	0	-	-	0	-	0	-	8
Total	62,100	65,600	70,500	81,000	279,300	81,200	92,500	95,200	33,700	35,600	40,500	109,800	378,800

Source: SSCS Gaps 2 database

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small value

p Provisional

Table 2.2 SCS Hearing Outcomes by Benefit Type ¹

Benefit	Percentage															
	Quarter 1 ^P		Quarter 2 ^P		Quarter 3 ^P		January 2011 ^P		February 2011 ^P		March 2011 ^P		Quarter 4 ^P		Total ^P	
	Decision in Favour ² %	Decision Upheld ³ %	Decision in Favour ² %	Decision Upheld ³ %	Decision in Favour ² %	Decision Upheld ³ %	Decision in Favour ² %	Decision Upheld ³ %	Decision in Favour ² %	Decision Upheld ³ %	Decision in Favour ² %	Decision Upheld ³ %	Decision in Favour ² %	Decision Upheld ³ %	Decision in Favour ² %	Decision Upheld ³ %
Attendance Allowance	30%	69%	24%	74%	22%	76%	21%	78%	28%	70%	27%	70%	26%	73%	26%	73%
Disability Living Allowance	39%	59%	38%	61%	38%	61%	37%	61%	37%	62%	39%	60%	38%	61%	38%	60%
Bereavement Benefit	9%	91%	5%	95%	21%	78%	16%	84%	2%	98%	6%	94%	7%	93%	10%	90%
Carer's Allowance	9%	91%	11%	87%	9%	91%	13%	87%	13%	87%	19%	81%	15%	85%	11%	88%
Child Benefit Lone Parent	8%	91%	11%	88%	6%	94%	7%	93%	10%	90%	10%	90%	9%	91%	9%	91%
Child Support Allowance	47%	51%	44%	52%	39%	58%	41%	55%	41%	56%	35%	61%	39%	57%	42%	55%
Credits (Other)	0%	100%	.	.	0%	100%	0%	100%
Tax Credits	10%	90%	7%	92%	14%	86%	7%	88%	13%	87%	7%	93%	9%	89%	10%	89%
COEG	0%	100%	0%	100%	0%	100%
Compensation Recovery Unit	36%	61%	41%	59%	42%	56%	30%	70%	32%	68%	22%	78%	29%	71%	38%	61%
Housing/Council Tax benefit	26%	72%	21%	78%	23%	76%	22%	77%	21%	78%	23%	77%	22%	77%	23%	76%
Disability Working Allowance	0%	100%	.	.	100%	0%	.	100%	0%	50%	50%	50%
Employment Support Allowance	39%	60%	37%	62%	36%	63%	36%	63%	38%	61%	39%	60%	38%	62%	37%	62%
Health in Pregnancy Grant	11%	89%	8%	92%	3%	97%	7%	93%	10%	90%	0%	100%	5%	95%	7%	93%
HRP	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%
Incapacity Benefit	52%	47%	49%	50%	48%	52%	48%	52%	50%	49%	52%	47%	50%	49%	50%	50%
Income Support	32%	67%	26%	73%	28%	70%	24%	75%	29%	71%	29%	70%	27%	72%	28%	71%
Industrial Death Benefit	0%	100%	0%	33%	67%	67%
Industrial Injuries Disablement Benefit	38%	60%	32%	64%	34%	62%	34%	63%	37%	59%	33%	64%	35%	62%	35%	62%
Job Seekers Allowance (JSA)	16%	84%	12%	88%	14%	86%	11%	89%	14%	85%	13%	86%	13%	87%	13%	86%
Lookalikes	0%	100%	0%	.	.	.	0%	100%	0%	100%	0%	100%	33%	67%	40%	60%
Maternity Benefit/Allowances	15%	85%	14%	86%	11%	89%	10%	90%	0%	100%	13%	88%	6%	94%	12%	88%
Others (Extinct/rare Benefits)	38%	63%	45%	55%	28%	60%	25%	75%	50%	50%	0%	100%	36%	64%	35%	60%
Penalty Proceedings	100%	0%	100%	0%	0%
Pensions Credit	20%	78%	23%	76%	32%	68%	22%	76%	15%	83%	21%	78%	20%	78%	24%	75%
Retirement Pension	8%	92%	3%	97%	7%	92%	7%	92%	9%	89%	13%	85%	10%	89%	7%	92%
Severe Disablement Benefit/Allowance	40%	60%	38%	63%	45%	50%	17%	83%	20%	80%	30%	70%	24%	76%	37%	62%
Social Fund	10%	90%	11%	89%	9%	91%	8%	92%	8%	92%	7%	93%	8%	92%	9%	90%
Vaccine Damage Appeals	.	.	50%	50%	0%	100%	.	.	0%	100%	.	.	0%	100%	17%	83%
Total	38%	61%	34%	65%	33%	66%	32%	67%	35%	64%	36%	63%	34%	65%	35%	64%

Source: SCS Gaps 2 database

Source:

Figures may not add to totals because of rounding

. Not applicable

.. Not available

- Small Value

p Provisional

¹ Cases cleared at hearing include some withdrawals.

² Decision in favour of the appellant

³ Decision made by 1st Tier Agency upheld by the Tribunal

Table 3.1 SCS Caseload Outstanding¹

Rounded Numbers

	2007-08	2008-09	2009-10					2010-11 ^p							
	Q4	Q4	Q1	Q2	Q3	Q4	2009-10 Total	Q1 ^p	Q2 ^p	Q3 ^p	Jan ^p	Feb ^p	Mar ^p	Q4 ^p	Total ^p
Social Security and Child Support	44,500	66,400	68,500	85,400	112,600	138,800	138,800	158,400	182,600	193,400	193,500	193,200	194,200	194,200	194,200

Source: TS Quarterly Reconciled Tables

Figures may not add to totals because of rounding

. Not applicable (data was not collected)

.. Not available

- Small Value

p Provisional

¹ As on the last day of the period

Table 4.1 SSCS Performance Indicators

		Percentage															
PI Description	Period	Target	2009-10					2010-11 ^p					Total ^p				
			Q1	Q2	Q3	Q4	Annual	Q1 ^p	Q2 ^p	Q3 ^p	Jan ^p	Feb ^p		Mar ^p	Q4 ^p		
Social Security and Child Support	The percentage of appeals where the first hearing takes place within 14 weeks of the receipt at SSCS	Pre 04/2010	75%	66	67	60	46	59
	The percentage of appeals where the final outcome is promulgated within 16 weeks of the receipt at SSCS	Post 04/2010	75%	48	46	47	46	45	46	45	47	47

Source: TS Quarterly Reconciled Tables

. Not applicable (data was not collected)
 .. Not available

^p Provisional

¹ Promulgation is the formal publication of the decision