

Metric	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
Volume of claims received within period	13609	8742	13786	14089	14096	15517	10159	19934	18352	15935	14007	18122	13223
Volume of claims approved within period	9644	7367	11951	10607	11074	10407	9341	14359	14090	9644	15851	13413	10508
Compensation paid	£104,321.41	£82,380.35	£139,441.26	£139,185.75	£93,494.91	£166,631.83	£150,082.96	£212,323.55	£178,943.15	£133,841.49	£229,784.60	£185,675.97	£143,258.13
Average time to close claims within period (working days)	2.56	1.96	3.53	3.23	3.11	3.96	2.66	3.77	3.73	4.58	2.62	3.35	2.78