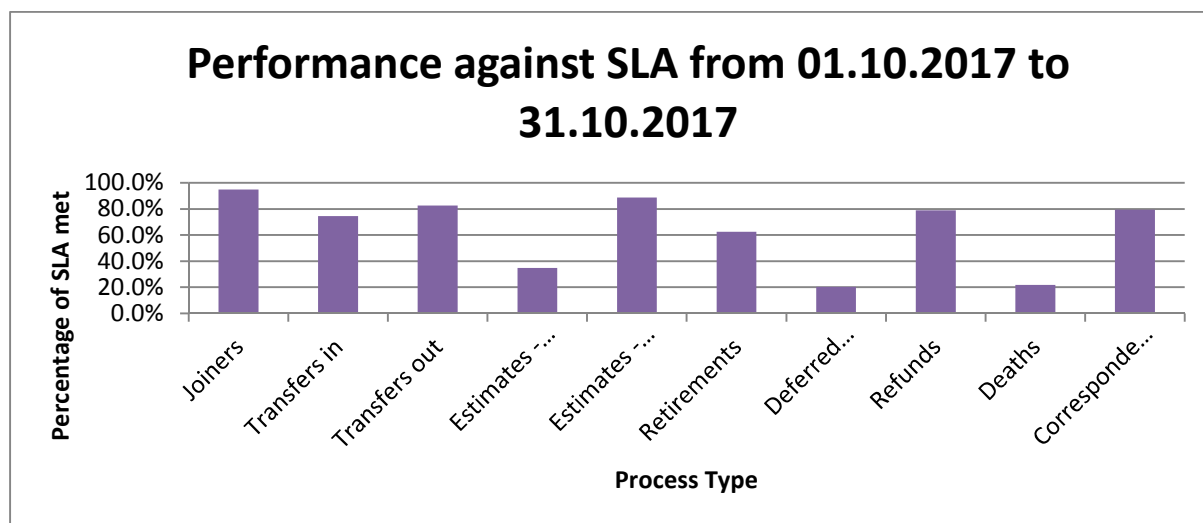


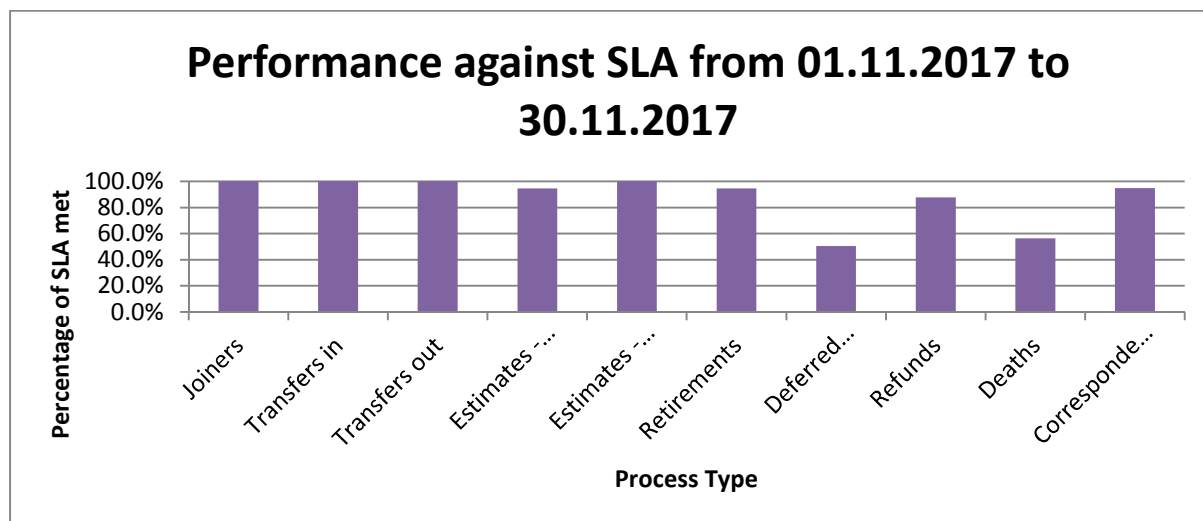
Additional Performance Data: LPP Performance against SLA (October & November 2017)

October 2017:



Overall Performance including Deferred Benefits	55.8%
Overall performance excluding Deferred Benefits	66.7%
Cases completed in month	5499
Complaints received in month	1

November 2017:



Overall Performance including Deferred Benefits	83.5%
Overall performance excluding Deferred Benefits	94.6%
Cases completed in month	5548
Complaints received in month	0

Updated DB Progress Report:

	Actual figures from previous year											
	30-Jun-16	31-Jul-16	31-Aug-16	30-Sep-16	31-Oct-16	30-Nov-16	31-Dec-17	31-Jan-17	31 Feb 17	31-Mar-17	30-Apr-17	31-May-17
B/F	2360	2471	1774	1427	1814	1507	1725	1385	1495	1159	926	1416
Added	765	352	505	1151	115	780	66	662	304	193	728	88
Cleared	654	1049	852	764	422	562	406	522	640	426	238	387
C/F	2471	1774	1427	1814	1507	1725	1385	1495	1159	926	1416	1117
Outside of SLA*	409											
	Actual & projected figures for the year ahead											
	30-Jun-17	31-Jul-17	31-Aug-17	30-Sep-17	31-Oct-17	30-Nov-17	31-Dec-17	31-Jan-18	31 Feb 18	31-Mar-18	30-Apr-18	31-May-18
B/F	1117	1630	1591	1930	1403	1315	1015	481	543	247	0	0
Added	870	561	957	129	530	431	66	662	304	193	728	88
Cleared	357	600	618	656	618	731	600	600	600	600	600	88
C/F	1630	1591	1930	1403	1315	1015	481	543	247	0	0	0
Outside of SLA*	922	883	1222	695	607	513	0	0	0	0	0	0

* This line shows the amount of cases carried forward that are likely to fall outside of the service level agreement (SLA) before being cleared.