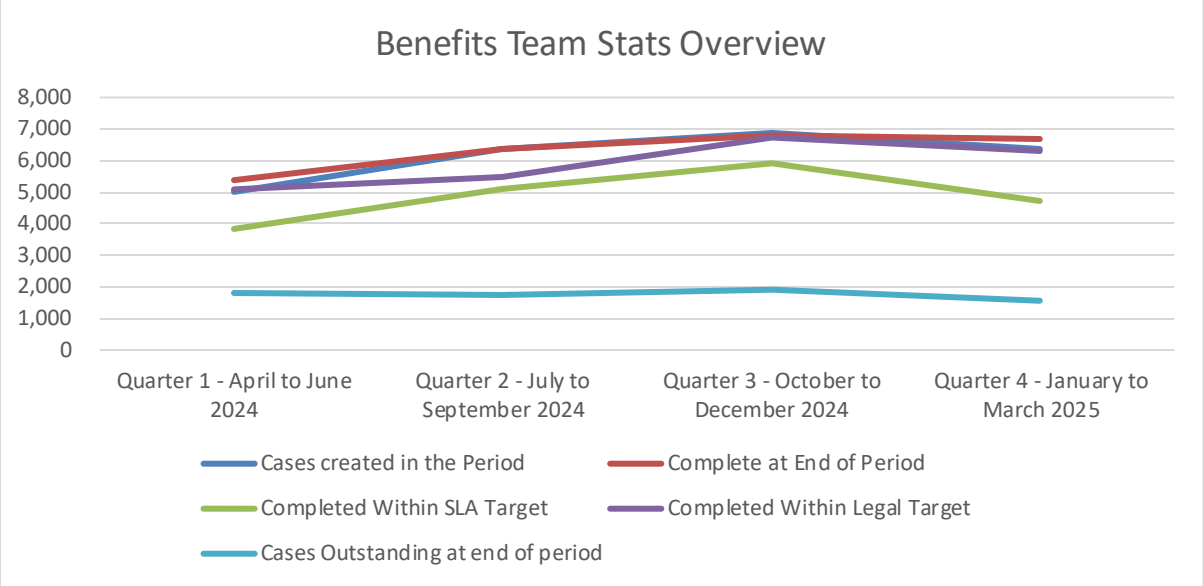
Appendix 2 - Benefit Administration Statistics Overview 2024-25



Period	Cases created	Cases Completed	Completed within SLA target	SLA %	Completed within legal target	Legal %	Outstanding at the end of the period
Apr – Jun 2024	5010	5381	3837	71%	5090	95%	1816
Jul – Sept 2024	6362	6367	5081	80%	5476	86%	1742
Oct – Dec 2024	6877	6800	5916	87%	6732	99%	1912
Jan – Mar 2025	6381	6655	4725	71%	6322	95%	1561