

**WRITTEN QUESTION TO THE MINISTER FOR SOCIAL SECURITY
BY DEPUTY C.S. ALVES OF ST. HELIER CENTRAL
QUESTION SUBMITTED ON MONDAY 9th OCTOBER 2023
ANSWER TO BE TABLED ON MONDAY 16th OCTOBER 2023**

Question

“Will the Minister provide month-by-month statistics for the time taken to process short term incapacity claims, from submission to the Department to the point that the payments are in the claimants’ accounts, for the last 2 years, broken down by mean, mode, and median average, and the maximum and minimum times?”

Answer

| | | Volume of Claims | Min No of Days to Payment Processing | Mean Average of Days to Payment Processing | Mode Average of Days to Payment Processing | Median Average of Days to Payment Processing | Max of Days to Payment Processing |
|------|-----|-------------------------|---|---|---|---|--|
| 2021 | Jan | 1986 | 1 | 4.99 | 1 | 2 | 149 |
| 2021 | Feb | 1653 | 1 | 4.34 | 1 | 2 | 500 |
| 2021 | Mar | 1672 | 1 | 4.30 | 1 | 1 | 206 |
| 2021 | Apr | 1460 | 1 | 4.32 | 1 | 1 | 162 |
| 2021 | May | 1417 | 1 | 4.66 | 1 | 1 | 386 |
| 2021 | Jun | 1606 | 1 | 3.93 | 1 | 1 | 252 |
| 2021 | Jul | 2111 | 1 | 3.63 | 1 | 1 | 406 |
| 2021 | Aug | 2211 | 1 | 3.22 | 1 | 1 | 175 |
| 2021 | Sep | 1662 | 0 | 4.30 | 1 | 1 | 164 |
| 2021 | Oct | 1948 | 1 | 5.34 | 1 | 3 | 120 |
| 2021 | Nov | 2341 | 1 | 4.26 | 1 | 2 | 317 |
| 2021 | Dec | 2803 | 1 | 4.84 | 1 | 1 | 344 |
| 2022 | Jan | 3368 | 1 | 3.52 | 1 | 1 | 259 |
| 2022 | Feb | 2750 | 1 | 4.89 | 1 | 1 | 424 |
| 2022 | Mar | 2913 | 1 | 4.12 | 1 | 1 | 165 |
| 2022 | Apr | 2367 | 1 | 4.59 | 1 | 2 | 349 |
| 2022 | May | 1777 | 1 | 6.27 | 1 | 1 | 231 |
| 2022 | Jun | 1650 | 0 | 8.46 | 1 | 3 | 144 |
| 2022 | Jul | 2246 | 1 | 8.16 | 1 | 3 | 247 |
| 2022 | Aug | 1875 | 1 | 8.92 | 1 | 3 | 239 |
| 2022 | Sep | 1690 | 1 | 8.14 | 1 | 3 | 181 |
| 2022 | Oct | 2082 | 1 | 8.36 | 1 | 3 | 260 |
| 2022 | Nov | 2199 | 0 | 8.39 | 1 | 4 | 147 |
| 2022 | Dec | 2235 | 1 | 7.49 | 1 | 3 | 212 |
| 2023 | Jan | 2649 | 1 | 6.73 | 1 | 4 | 252 |
| 2023 | Feb | 1869 | 1 | 4.69 | 1 | 3 | 170 |

| | | | | | | | |
|------|-----|------|---|------|---|---|-----|
| 2023 | Mar | 2285 | 1 | 3.77 | 1 | 2 | 190 |
| 2023 | Apr | 1583 | 0 | 4.91 | 1 | 3 | 140 |
| 2023 | May | 1586 | 1 | 5.99 | 1 | 3 | 132 |
| 2023 | Jun | 1794 | 1 | 6.87 | 1 | 3 | 118 |
| 2023 | Jul | 1638 | 0 | 6.79 | 1 | 3 | 84 |
| 2023 | Aug | 1819 | 1 | 6.18 | 1 | 2 | 59 |
| 2023 | Sep | 1653 | 1 | 4.32 | 1 | 3 | 32 |

Notes:

Table data is identified as follows:

- Month: month claim received.
- STIA claim: data includes first certificate received per separate claim, it does not include extension claims.
- Payment processing: data relates to time to finalise payment within CLS system. The exact time to reach the claimant's account is not known by the department. There are a range of payment methods available and STIA payments are also made directly to employers in some circumstances.
- The recent 2023 data should be interpreted with caution as not all claims will have been processed at the date of the data extraction.

Columns:

Number of claims: the number of first certificates received in a month

Minimum number of days to processing payment: the fastest claims were processed in this number of days

Mean: the total number of days to process all the claims divided by the number of claims

Median: half of all the claims were processed in less than this number of days

Mode: the most common number of days to process a claim

Maximum: the highest number of days to process any of the claims received in that month. This figure relates to a very small number of claims per month where extra information is needed to finalise the claim.

For example, it may be necessary to request information from a reciprocal country to establish a contribution record for the period to confirm that a benefit is due to be paid.