



# Annex A

## Statistical data

Table 1

Number of complaints received and accepted for investigation by the Independent Case Examiner											
1997/98			1998/99			1999/2000			2000/01		
		%			%			%			%
Received	1,087		Received	1,536		Received	1,226		Received	1,488	
Accepted	471	43	Accepted	704	46	Accepted	584	48	Accepted	765	51
Rejected	616	57	Rejected	832	54	Rejected	642	52	Rejected	723	49

Table 2a

Complaints accepted for investigation in respect of each Business Unit for 2000/01			
	Complaints accepted	% of cases accepted by ICE	% of CSA live load held by the BU
Wales & North West BU	93	13	18
Midlands BU	122	16	15
Scotland & North East BU	126	17	19
South East BU	83	11	14
South West BU	93	13	13
Eastern BU	217	29	19
NICSA	7	1	2
TOTAL	741*	100	100

(The above information is not held for previous years)

\*Withdrawn cases not shown

Table 2b

Complaints received in respect of each Business Unit									
	1998/99			1999/2000			2000/01		
	Complaints to ICE	% of ICE case-load	% of CSA live load held by the BU	Complaints to ICE	% of ICE case-load	% of CSA live load held by the BU	Complaints to ICE	% of ICE case-load	% of CSA live load held by the BU
Wales & North West BU	218	14	18	191	16	18	188	13	18
Midlands BU	264	17	16	201	16	16	255	17	15
Scotland & North East BU	242	16	18	196	16	19	227	15	19
South East BU	153	10	14	136	11	15	177	12	14
South West BU	223	15	16	162	13	14	183	12	13
Eastern BU	412	27	18	331	27	18	397	27	19
NICSA	11	1	n/a	7	0	n/a	31	2	2
BU not identified	13	1	n/a	2	0	n/a	30	2	n/a
TOTAL	1,536			1,226			1,488		

Table 3

Where Agency has done everything possible (Stage 3 reports) to resolve the complaint during our investigation – by Business Unit			
	Total number cleared	Number of Stage 3 Reports	% of Stage 3 Reports
Agency	595	100	17
Wales & North West	68	10	15
Midlands	104	15	14
Scotland & North East	100	17	17
South East	64	12	19
South West	85	19	22
Eastern	171	27	16
NICSA	3	0	0

Table 4

Self-employed cases		
	ICE caseload percentage highlighted with self-employed element	Business Unit caseload percentage with self-employed element
EBU	31	17.4
W&NWBU	2	16.4
MBU	16	13.6
SNEBU	21	12.6
SEBU	8	17.6
SWBU	22	22.4

Table 5

Redress instigated			
Who instigated redress?			
	Agency	ICE	Client
EBU	100	234	24
W&NWB	28	101	3
MBU	86	116	7
SNEBU	33	100	2
SEBU	46	75	3
SWBU	45	130	2

Table 6

Claims received by Northern Ireland Social Security Agency during the period 1 April 2000–31 March 2001		
Benefit	Number	% of total
Income Support	173,812	16
Jobseeker's Allowance	40,171	4
DLA	139,026	13
Incapacity Benefit	100,634	9
Severe Disablement Allowance	16,367	2
Pensions	254,150	24
Attendance Allowance	72,941	7
Child Benefit	229,100	22
Invalid Care Allowance	36,124	3
Total	1,062,325	100

Table 7

Cases accepted by ICE during previous quarters					
Oct– Dec 99	Jan– Mar 00	Apr– Jun 00	Jul– Sep 00	Oct– Dec 00	Jan– Mar 01
124	155	185	134	234	212

Table 8

ICE cases cleared (resolution and full report)				
	1997/98	1998/99	1999/2000	2000/01
Cleared by resolution	54 (26%)	239 (51%)	445 (67%)	307 (52%)
Cleared by full report	150 (74%)	235 (49%)	220 (33%)	288 (48%)
Total	204	474	665	595
No. outstanding at the year end	267	497	389	535

Table 9a

Average clearance times (in weeks)			
	1998/99	1999/2000	2000/01
All cases	25.3	33.7	38.5
Resolution	17.2	24.9	28.7
Full report	33.6	51.3	49.1

Table 9b

2000/01 – clearance times				
	Resolution		Full written report	
	No. of cases	%	No. of cases	%
Less than 8 weeks	8	3	3	1
8 to 22 weeks	103	34	16	6
23 to 34 weeks	127	41	44	15
over 34 weeks	69	22	225	78
Total	307	100	288	100

Table 10

Financial overview		
	Actual costs (£) 1999/2000	Actual costs (£) 2000/01
Staffing	967,521	1,092,999.00
Non-staff	73,290	83,088.00
Capital	0	0
Total	1,040,811	1,176,087.00

Table 11

How customer found out about ICE		
	1999/2000	2000/01
CSA	28.00%	34.17%
Newspaper	5.00%	4.48%
CAB	9.00%	6.44%
Voluntary body	4.00%	1.68%
MP	30.00%	23.81%
Friend	4.00%	5.88%
Solicitor	3.00%	3.64%
PCA	1.00%	0.56%
Other	16.00%	19.33%