

**WRITTEN QUESTION TO THE MINISTER FOR SOCIAL SECURITY
BY DEPUTY G.P. SOUTHERN OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 10th MARCH 2009**

Question

Will the Minister inform members what timescales he has targeted in the Income Support (IS) section of the Social Security Department for dealing with the following payments, and what current performance is for each:

- a. new IS applications and changes of circumstance
- b. special payments
- c. payments for medical supplies (bandages etc)
- d. impairment components
- e. payments to GPs for additional doctors visits for households with a Household Medical Account?

Answer

The general target turnaround time for dealing with Income Support applications is one week with a maximum tolerance time of two weeks. In cases of hardship, particularly where accommodation is involved, claims are processed immediately providing all relevant documentation is available.

The current turnaround times for Income Support processing are set out below. Times are measured in working days and do not include the time it takes for the claimant to complete the application form and provide the necessary evidence.

	Performance as at 9/3/09	Comment
New applications	Less than 5 working days	Emergency cases are dealt with on the day of the application.
Change of circumstance	10 working days	Emergency cases are dealt with on the day of the application.
Special payments	Less than 5 working days	Emergency cases are dealt with on the day of the application.
Medical supplies	Less than 5 working days	These are special payments and performance statistics are not recorded separately. Invoices in respect of previous HIE recipients receiving supplies from FNHC are paid on receipt of monthly invoices submitted by FNHC.
Impairment component	20 working days	Impairment assessments require a written report from the claimant's doctor. The impairment assessment is kept separate from the main Income Support claim as it is necessarily a more lengthy process. Any impairment component awarded is always backdated to the original date of application.
Payments to GPs	3 to 4 working days	Payments to GPs for claimants with an HMA have been incorporated into the normal payment process for GPs. GPs submit details of every patient consultation in batches, according to the administration of their own surgery.