

PS(PH)

From: Richard Gutowski

Date: 21 July 2004

Cc: David Reay

**The Skipton Fund – Update on processing of applications**

**Purpose**

Further to my note of 14 July regarding your contribution to the BBC 'You and Yours' programme on the launch of the Skipton Fund, you asked –

1. How long are applications taking to process?
2. How many application forms are coming in – are we seeing a flood?

**Skipton Fund processing statistics**

2,215 Number of Registration Forms received  
2,215 Number of Application Forms that will have been despatched by 23 July  
125 Number of Application Forms received  
102 Number of claimants who have received payment

**In direct response to your questions**

1. The average turnaround time from receipt of application forms to authorisation of payment is currently approximately 5 days.
2. To date, approximately 125 application forms have been received. It is expected that this will now increase sharply as applicants begin to return the more complex general-purpose application forms in greater numbers.

**Additional notes**

- Application forms have been distributed since the Skipton Fund launched on 5 July. The relative complexity of the general-purpose application form means that they take time to complete, and it is expected that the majority of these forms will be returned to the Skipton Fund over the next few months.
- To accommodate this initial surge, the Skipton Fund has revised its estimated turnaround time to 21 days for correctly completed application forms. No guarantee can be made of the actual time taken to process an application because each will depend on the applicant's individual circumstances, compliance and choice of payment method.
- Officials have agreed with the Skipton Fund that they publish on their website the above statistics. These will regularly be updated.
- Officials are confident that the Skipton Fund is well-equipped to deal with the large volume of applications due to be returned over the coming weeks, but we will continue to work with the Fund to ensure its continued success.