

**Brokerage Task Analysis Appendix 3**

<b>Task Description</b>	<b>Average No. Weekly</b>	<b>Average Time in Minutes. Per Process</b>
New Service Requests	21	7.5
Transfers	7	29
Increases / Decreases	30	1.5
Terminations	7	3
Telephone / Email Enquiries	29	7
Misc. Updates Investigations. Reports		
<b>Total</b>		

**This analysis represents a snap shot of the work undertaken by this team. The work of the tea**

<b>Weekly Staff Time Hrs/Mins</b>	<b>Annual Staff Time</b>
2.625	136.5
3.83	199.16
0.75	39
0.35	18.2
3.38	175.76
10	520
4.5	234
<b>25.435</b>	<b>1322.62</b>

m is unpredictable and dependent upon activity of the assessment teams but these are the ave

**average tasks and time undertaken on a weekly basis.**