Housing Benefit Performance Information

Year	Peformance Indicator	Annual Target	Apr Monthly	May Monthly	Jun Monthly	Jul Monthly	Aug Monthly	Sep Monthly	Oct Monthly	Nov Monthly	Dec Monthly	Jan Monthly	Feb Monthly	Mar Monthly	To Date
2017/18	New Claim Processing	20 days	23	26	27										25.57
2016/17	New Claim Processing	**20 days**	9	8	15	17	13	7	12	11	11	12	15	21	12.51
2015/16	New Claim Processing	**20 days**	31	24	15	18	22	20	19	14	14	19	9	12	19.65
2017/18	No of Claims	**20 days**	169	175	250										594
2016/17	No of Claims	**20 days**	264	184	237	209	255	291	208	311	209	264	114	290	2,836
2015/16	No of Claims	**20 days**	271	309	318	216	208	319	258	329	204	279	269	294	3,274
					Quarter 1 to date			Quarter 2 to date			Quarter 3 to date			Quarter 4 to date	
2017/18	New Claim Processing	**20 days**			25.57										25.57
2016/17	New Claim Processing	**20 days**			10.81			11.33			11.31			12.51	
2015/16	New Claim Processing	**20 days**			22.93			21.59			19.65			18.08	
2017/18	Change of Circumstances	**12 days**	14.00	15.00	14.00										0.00
2016/17	Change of Circumstances	**12 days**	9.00	10.00	10.00	11.00	12.00	8.00	9.00	10.00	8.00	10.00	5.00	9.00	9.21
2015/16	Change of Circumstances	**12 days**	18.00	19.00	16.00	18.00	17.00	18.00	17.00	12.00	11.00	11.00	7.00	7.00	14.63
2017/18	No Of Changes	**12 days**	1,402	1586	1932										4,920
2016/17	No Of Changes	**12 days**	1,823	2,336	2,180	1,353	1,376	1,913	1,852	1,853	1,262	2,202	1,902	2,029	22,081
2015/16	No of Changes	**12 days**	1,431	1,761	2,115	1,969	1,979	1,702	1,782	2,195	1,590	2,064	2,307	1,953	22,848
					Quarter 1 to date			Quarter 2 to date			Quarter 3 to date			Quarter 4 to date	
2017/18	Change of Circumstances	**12 days**			-										0.00
2016/17	Change of Circumstances	**12 days**			9.71			9.86			9.63			9.21	
2015/16	Change of Circumstances	**12 days**			17.53			17.59			16.15			14.25	
2017/18	Caseload		6476	6438											
2016/17	Caseload		6719	6694	6654	6646	6662	6614	6564	6561	6554	6534	6496	6494	
2015/16	Caseload		6899	6903	6888	6844	6817	6805	6791	6783	6739	6743	6745	6751	

Overpayment Recovery

2017/18	**Total Overpayments collected £**	£	£ 100,437	£ 104,803	£ 90,005										£ 295,245
2016/17	Total Overpayments collected £	**£**	£ 123,494	£ 182,440	£ 90,118	£ 114,533	£ 114,412	£ 110,055	£ 98,196	£ 97,289	£ 130,537	£ 105,113	£ 66,436	£ 125,174	£ 1,357,797
2015/16	Total Overpayments collected £	**£**	£ 76,622	£ 81,549	£ 108,728	£ 91,847	£ 119,087	£ 89,556	£ 113,876	£ 66,737	£ 181,791	£ 118,097	£ 167,562	£ 221,791	£ 1,437,243
					Quarter 1 to date			Quarter 2 to date			Quarter 3 to date			Quarter 4 to date	
2017/18	Total Overpayments collected £	**£**			£ 295,245										£ 295,245
2016/17	Total Overpayments collected £	**£**			£ 396,052			£735,052			£ 1,061,074			£1,357,797	
2015/16	Total Overpayments collected £	**£**			£ 266,899			£567,389			£ 929,793			£1,437,243	

DHP

2017/18	Total Payments budget £165,659				£ 26,387										
					Quarter 1 to date										
					£26,387										