

Housing Benefit Performance Information

APPENDIX G

Year	Performance 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
2015/16	New Claim Processing	20 days	31	24	15	18	22	20	19	14	14	19	9	12	19.65
2016/17	New Claim Processing	20 days	9	8	15	17	13	7	12	11					11.35
2015/16	No of Claims	20 days	271	309	318	216	208	319	258	329	204	279	269	294	3,274
2016/17	No of Claims	20 days	264	184	237	209	255	291	208						1,648
					Quarter 1 to date			Quarter 2 to date			Quarter 3 to date			Quarter 4 to date	
2015/16	New Claim Processing	20 days			22.93			21.59			19.65			18.08	
2016/17	New Claim Processing	20 days			10.81			11.33							
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
2016/17	Change of Circumstances	12 days	9.00	10.00	10.00	11.00	12.00	8.00	9.00	10.00					9.77
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
2016/17	No Of Changes	12 days	1,823	2,336	2,180	1,353	1,376	1,913	1,852	1,853					14,686
					Quarter 1 to date			Quarter 2 to date			Quarter 3 to date			Quarter 4 to date	
2015/16	Change of Circumstances	12 days			17.53			17.59			16.15			14.25	
2016/17	Change of Circumstances	12 days			9.71			9.86							
2015/16	Caseload		6899	6903	6888	6844	6817	6805	6791	6783	6739	6743	6745	6751	
2016/17	Caseload		6719	6694	6654	6646	6662	6614	6564	6561					
Overpayment Recovery															
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
2016/17	Total Overpayments collected £		£ 123,494	£ 182,440	£ 90,118	£ 114,533	£ 114,412	£ 110,055	£ 98,196	£ 97,289					£ 930,537
					Quarter 1 to date			Quarter 2 to date			Quarter 3 to date			Quarter 4 to date	
2015/16	Total Overpayments collected £				£ 266,899			£567,389			£ 929,793			£1,437,243	
2016/17	Total Overpayments collected £				£ 396,052			£735,052			£ 930,537				