

Housing and Council Tax Benefits Administration

Note: Monthly figures are NOT cumulative unless otherwise stated

Claims Administration

BVPI	Description	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Yr to Date	Target	Last Year	Perf Std
78a	Average No. Days To Process New Claims	26.03	22.82	21.55	19.62	19.77	17.64	19.44	18.17	19.27	20.73	18.08	21.21	20.05	26.00	29.13	30.00
78b	Avg No. Days Time To Process Change Of Circs	9.96	9.25	8.39	7.87	7.11	6.89	10.52	9.07	10.83	8.64	7.06	8.33	8.52	8.00	10.28	8.99
79a	% cases where benefit calculation is correct	n/a	n/a	97.60%	n/a	n/a	98.40%	n/a	n/a	99.2%	n/a	n/a	98.40%	98.40%	99.00%	97.60%	n/a

2006/07

Average No. Days To Process New Claims	30.63	34.73	29.00	26.32	27.97	29.99	31.30	31.61	32.21	30.37	21.26	25.96	29.13
Avg No. Days Time To Process Change Of Circs	13.24	14.73	11.19	8.45	8.82	10.71	10.43	10.62	8.80	7.97	7.10	8.74	10.28

Overpayment Recovery (Cummulative Figures)

79b i	% recovered compared to identified in year	n/a	n/a	63.36%	n/a	n/a	66.01%	n/a	n/a	71.53%	n/a	n/a	72.93%	72.93%	81.50%	80.78%
79b ii	% total overpayments recovered	n/a	n/a	12.06%	n/a	n/a	21.69%	n/a	n/a	28.55%	n/a	n/a	34.03%	34.03%	38.50%	37.94%
79b iii	% total overpayments written off	n/a	n/a	0.01%	n/a	n/a	1.99%	n/a	n/a	3.98%	n/a	n/a	6.23%	6.23%	2.90%	5.08%

Counter Fraud Action

PM10	Number of benefit reductions	545	292	370	336	351	384	242	n/a	n/a	n/a	n/a	n/a	2,520	1,940	n/a
76b	Fraud Investigators (FTEs per 1,000 cases)	0.17	0.17	0.17	0.17	0.17	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.17
76c	Fraud Investigations Conducted (per 1,000 cases)	2	1.17	2.17	2.66	1.50	2.31	1.83	2.50	2.49	1.48	1.31	0.48	21.48	25.00	25.33
76d	Prosecutions and Sanctions Imposed (per 1,000)	0.50	0.84	0.33	1.00	1.17	1.09	0.17	1.17	0.16	0.98	0.82	0.49	8.36	10.00	8.21
	Successful prosecutions	3	5	0	1	4	0	0	2	1	0	2	1	19	n/a	15
	Cautions	0	0	0	1	0	1	1	3	0	3	1	1	11	n/a	7
	Administrative penalties	0	0	2	4	3	4	0	2	0	3	2	1	21	n/a	26

*PM10 information is supplied by DWP based on the Housing Benefit Matching Service date. This service has been suspended by DWP due to data security concerns

Benefit Fraud Inspectorate Recommendations

Total number of recommendations	42	42	42	42	42	42	42	42	42	42	42	42
Number of recommendations fully implemented			38			41			41			41
Number of recommendation outstanding			1			0			0			0
Number of recommendation in progress			3			1			1			1

Discretionary Housing Payment Expenditure (cumulative)

DWP Grant	25,929	25,929	25,929	25,929	25,929	25,929	25,929	25,929	25,929	25,929	25,929	25,929
Amount Awarded	1,572	7,465	9,274	11,754	13,154	15,927	18,060	21,648	23,622	24,732	25,497	26,766
Balance (NB balance is returned to DWP)	24,357	18,464	16,655	14,175	12,775	10,002	7,869	4,281	2,307	1,197	432	837

