

Housing and Council Tax Benefit - Assessment of Performance Against DWP Standard

CPA score matrix

| Enabler | Performance Measures | | | |
|---------|----------------------|---|---|---|
| | 1 | 2 | 3 | 4 |
| 1 | 1 | 1 | 2 | 2 |
| 2 | 1 | 2 | 3 | 3 |
| 3 | 1 | 2 | 3 | 4 |
| 4 | 1 | 2 | 3 | 4 |

Due to the complexity of analysing the Performance Standard data this information will be reported for the quarter prior to the most recent quarter.

Q3, Q4 & Annual SDC Score

Performance Measures

Performance is measured against an expected national standard.

| Module | Measure | Description | Weighting | Quarter 3 | | Quarter 4 | | 2007/08 | |
|---|---------|--|-----------|------------|----------|------------|----------|------------|----------|
| | | | | Result | Grade | Result | Grade | Result | Grade |
| Claims Administration | PM1 | Time to process new claims | 15% | 18.78 days | 4 | 19.68 days | 4 | 20.05 days | 4 |
| | PM2 | New claims still outstanding after 50 days | 7% | 0.00% | 4 | 0.00% | 4 | 0.00% | 4 |
| | PM3 | % New claims assessed within 14 days | 5% | 98.17% | 4 | 81.39% | 2 | 97.52% | 4 |
| | PM4 | % New private sector claims paid on time | 5% | 98.03% | 4 | 96.00% | 4 | 97.60% | 4 |
| | PM5 | Average time to process changes of circumstances | 12% | 9.72 days | 4 | 8.06 days | 4 | 8.52 days | 3 |
| | PM6 | % claims calculated correctly | 6% | 99.20% | 4 | 98.40% | 3 | 98.40% | 3 |
| | PM7 | % Current year HB overpayments recovered | n/a | 86.94% | n/a | 77.36% | n/a | 72.93% | n/a |
| | PM8 | Total % of HB overpayments recovered | n/a | 12.48% | n/a | 12.99% | n/a | 34.03% | n/a |
| | PM9 | % of HB overpayments written off | n/a | 3.00% | n/a | 4.04% | n/a | 6.23% | n/a |
| Overall assessment for claims administration | | | | | 4 | | 4 | | 4 |
| Security | PM10 | % of reductions in benefit compared to DWP target | 14% | | | | | 116.54% | 4 |
| | PM11 | % potential frauds from HBMS resolved in 2 months | 12% | 100% | 4 | 100.00% | 4 | 100.00% | 4 |
| | PM12 | % of visits carried out against target | n/a | - | - | - | - | - | - |
| | PM13 | Number of fraud referrals received (per 1,000 cases) | n/a | 7.23 | n/a | 10.16 | n/a | 34.1 | n/a |
| | PM14 | Number FTE fraud investigators employed (per 1,000 cases) | n/a | 0.16 | n/a | 0.16 | n/a | 0.16 | n/a |
| | PM15 | Number of fraud investigations completed (per 1,000 cases) | n/a | 6.41 | n/a | 3.28 | n/a | 21.48 | n/a |
| | PM16 | Number of successful sanctions (per 1,000 cases) | n/a | 1.47 | 2 | 2.29 | n/a | 8.36 | n/a |
| Overall assessment for security | | | | | 3 | | 4 | | 4 |
| User Focus | PM17 | % of initial appeals considered in 4 weeks | 4% | 100.00% | 4 | 100.00% | 4 | 96.30% | 4 |
| | PM18 | % of appeals submitted to appeals service within 4 weeks | 7% | 83.33% | 4 | 87.50% | 4 | 90.91% | 4 |
| | PM19 | % of appeals submitted to appeals service within 3 months | 4% | 100.00% | 4 | 100.00% | 4 | 100.00% | 4 |
| Overall assessment for user focus | | | | | 4 | | 4 | | 4 |

| | | | | | | | | |
|--|--|--|--|----------|--|----------|--|----------|
| Current overall performance score | | | | 4 | | 4 | | 4 |
|--|--|--|--|----------|--|----------|--|----------|

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Enablers

Enablers are simply measured as being in place or not in place.

| Module | Number of Enablers | Quarter 3 | | | | Quarter 4 | | | |
|---------------------------|--------------------|-----------------|------------|--------------|---------------|-----------------|------------|--------------|---------------|
| | | Number Achieved | % Achieved | Module score | Weighted % | Number Achieved | % Achieved | Module score | Weighted % |
| Claims Administration | 16 | 10 | 62.50% | 3 | | 10 | 62.50% | 3 | |
| Security | 21 | 21 | 100.00% | 4 | | 19 | 90.47% | 4 | |
| User Focus | 12 | 6 | 50.00% | 2 | | 9 | 75.00% | 3 | |
| Resource Management | 16 | 13 | 81.25% | 4 | | 13 | 81.25% | 4 | |
| Overall Percentage | | | | | 76.56% | | | | 80.31% |

Conversion of % to score is as follows:

0% to 25% = 1
 26% to 50% = 2
 51% to 75% = 3,
 76% to 100% = 4

| | | | | |
|------------------------------|--|----------|--|----------|
| Current enabler score | | 4 | | 4 |
|------------------------------|--|----------|--|----------|