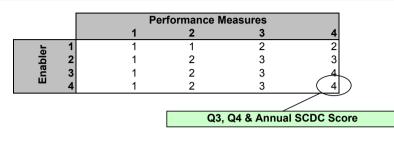
## Housing and Council Tax Benefit - Assessment of Performance Against DWP Standard

#### **CPA score matrix**



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

#### Performance Measures

Performance is measured against an expected national standard.

				Quarter 3		Quarter 4		2007/	08
Module	Measure	Description	Weighting	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 as	sessment 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 as	sessment for user focus			4		4		4

Current overall performance score		4	4	4

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

### Enablers

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

		Quarter 3				Quarter 4					
Module	Number of Enablers	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		0% to 25% 26% to 50% 51% to 75% 76% to 100	o = 2 o = 3,								
Current enabler score			4				4				