

Housing and Council Tax Benefits Administration

Note: Monthly figures are NOT cumulative unless otherwise stated

Claims Administration

NI	Description	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Yr to Date	Target	2007/08
180	Number of change to benefit entitlement	1,016	885	1,116										3,012	10,000	n/a
181	Average time to process new claims and changes	13.23	15.28	15.11										14	14	n/a

BVPI	Description	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Yr to Date	Target	2007/08
78a	Average No. Days To Process New Claims	23.78	22.42	17.72										21.0		20.05
78b	Avg No. Days Time To Process Change Of Circs	9.39	12.3	14.32										12.0		8.52

2007/08

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		
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		

Overpayment Recovery (Cummulative Figures)

79b i	% recovered compared to identified in year	214.1%	147.7%	86.63%										86.63%	36.00%	72.93%
79b ii	% total overpayments recovered	7.5%	12.3%	16.38%										16.38%		34.03%
79b iii	% total overpayments written off	0.0%	0.0%	0.00%										0.00%		6.23%

Counter Fraud Action

76c	Fraud Investigations Conducted (per 1,000 cases)	1.47	2.28	2.44										6.19		21.48
76d	Prosecutions and Sanctions Imposed (per 1,000)	0.33	0.49	0.33										1.14	10.00	8.36
	Successful prosecutions	2	1	1										4		19
	Cautions	0	2	0										2		11
	Administrative penalties	0	0	1										1		21
	Use of Surveillance	1	1	0										2		

Discretionary Housing Payment Expenditure (cummulative)

DWP Grant	25,273	25,273	25,273
Amount Awarded	1,487	3,456	4,924
Balance (NB balance is returned to DWP)	23,786	21,817	20,349

