

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	2008/09
180	Number of benefit changes (per 1,000 cases)	137	173	301										611	1,980	2153
181	Average time to process new claims and changes	19	20	19										19.32	13	12.19

BVPI	Description	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Yr to Date	Target	2008/09
78a	Average No. Days To Process New Claims	31.0	33.0	27.0										30.0	20.0	21.4
78b	Avg No. Days Time To Process Change Of Circs	15.0	17.0	17.0										16.5	8.0	9.9

2008/9

Average No. Days To Process New Claims	23.78	22.42	17.72	16.23	15.81	21.43	20.08	16.54	21.09	23.74	24.70	29.57	21.4
Avg No. Days Time To Process Change Of Circs	9.39	12.30	14.32	14.36	9.92	9.85	9.66	9.73	11.04	7.33	5.55	5.83	9.9

Overpayment Recovery (Cummulative Figures)

79b i	% recovered compared to identified in year	126.1%	111.0%	82.3%										82.3%		138.80%
79b ii	% total overpayments recovered	5.9%	12.8%	16.8%										16.8%		61.40%
79b iii	% total overpayments written off	0.0%	0.0%	0.1%										0.1%		3.70%

Counter Fraud Action

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Yr to Date	Target	2008/09
76c	Fraud Investigations Conducted (per 1,000 cases)	0.93	1.54	1.81									4.23		30.44
76d	Prosecutions and Sanctions Imposed (per 1,000)	1.09	0.92	1.21									3.17		6.44
	Successful prosecutions	1	1	2									4		22
	Cautions	2	1	1									4		6
	Administrative penalties	4	4	5									13		13
	Use of Surveillance	0	0	0									0		5

Discretionary Housing Payment Expenditure (cummulative)

DWP Grant	25,986	25,986	25,986
Amount Awarded	948	2,227	3,220
Balance (NB balance is returned to DWP)	25,038	23,759	22,766

