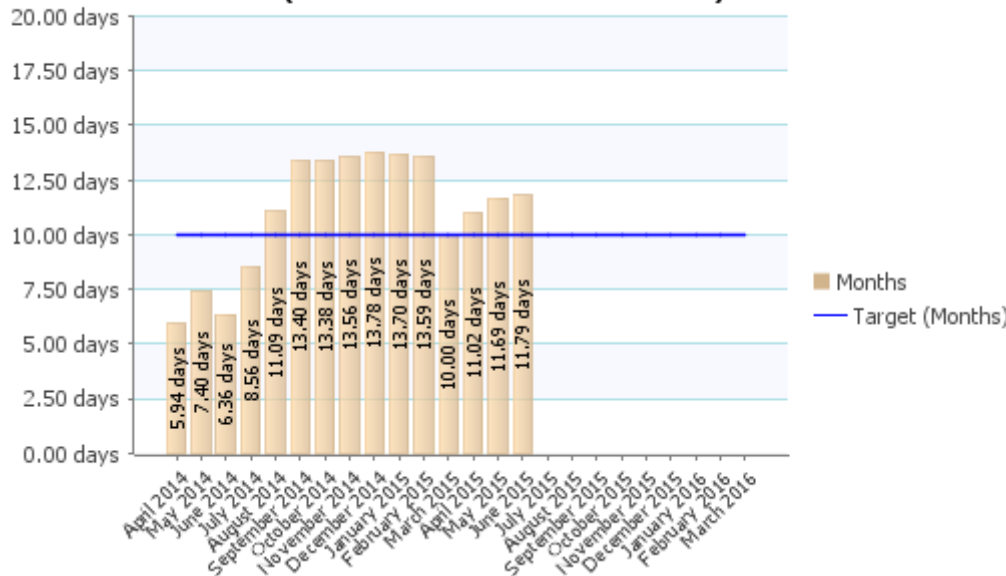


Directorate Finance and Support Services
Service Area Revenues and Benefits

PI Code & Short Name

EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)

EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)



Managed By

Su Tarran; Adele Taylor

Short Term Trend Arrow



Long Term Trend Arrow



Traffic Light Icon



Current Value

11.79 days

Current Target

10.00 days

Notes & History Latest Note

Period 12 May 2015 to 9 June 2015 is 11.95 days, this moves cumulative average to 11.79 days. The service continues to try to recruit to vacant posts. 2 full time posts are under offer, and two full time posts are being advertised again. Performance for this period is better than the previous period (12.26 days). There has also been one bank holiday in this period which has added to the processing times.

Management Response /Action

No further management response required at this stage.