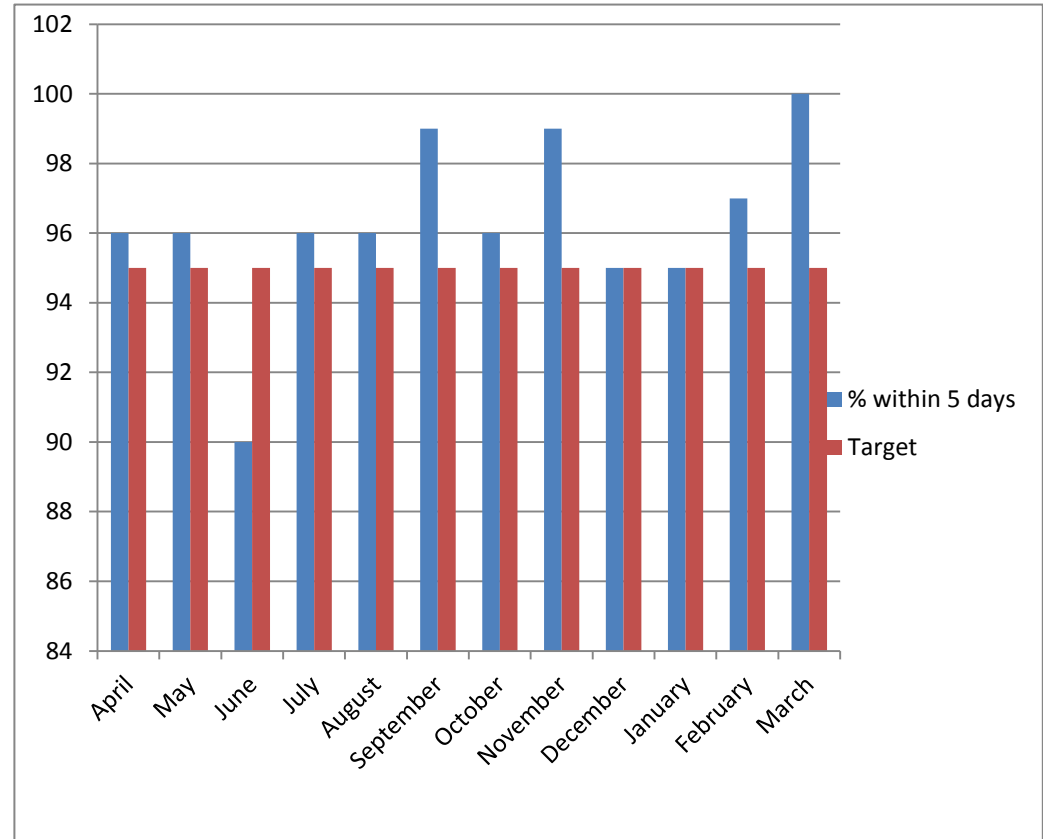


ITEM 10 APPENDIX 1 Housing Benefit Performance

% CLAIMS PROCESSED WITHIN 5 WORKING DAYS OF ALL INFORMATION RECEIVED 2015 -16

This indicator measures the time taken to process a claim once the customer has provided all of the information requested

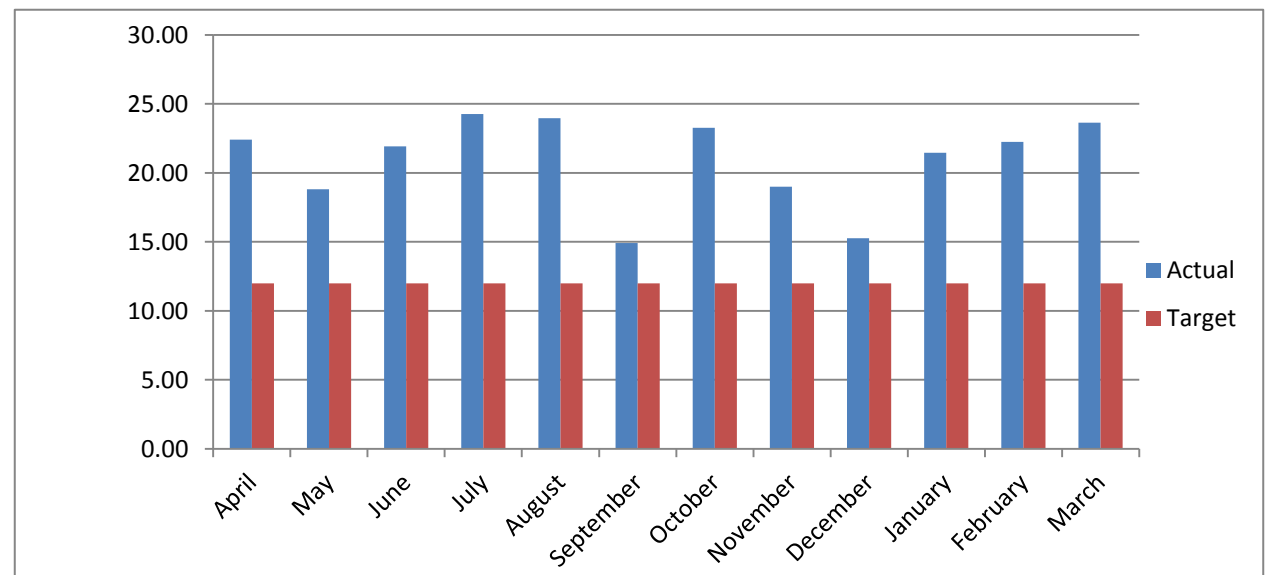
	% within 5 days	Target	Variance
April	96	95	1.0
May	96	95	1.0
June	90	95	-5.0
July	96	95	1.0
August	96	95	1.0
September	99	95	4.0
October	96	95	1.0
November	99	95	4.0
December	95	95	0.0
January	95	95	0.0
February	97	95	2.0
March	100	95	5.0



Melton Processing Times HB New Claim 2015-16 (DAYS)

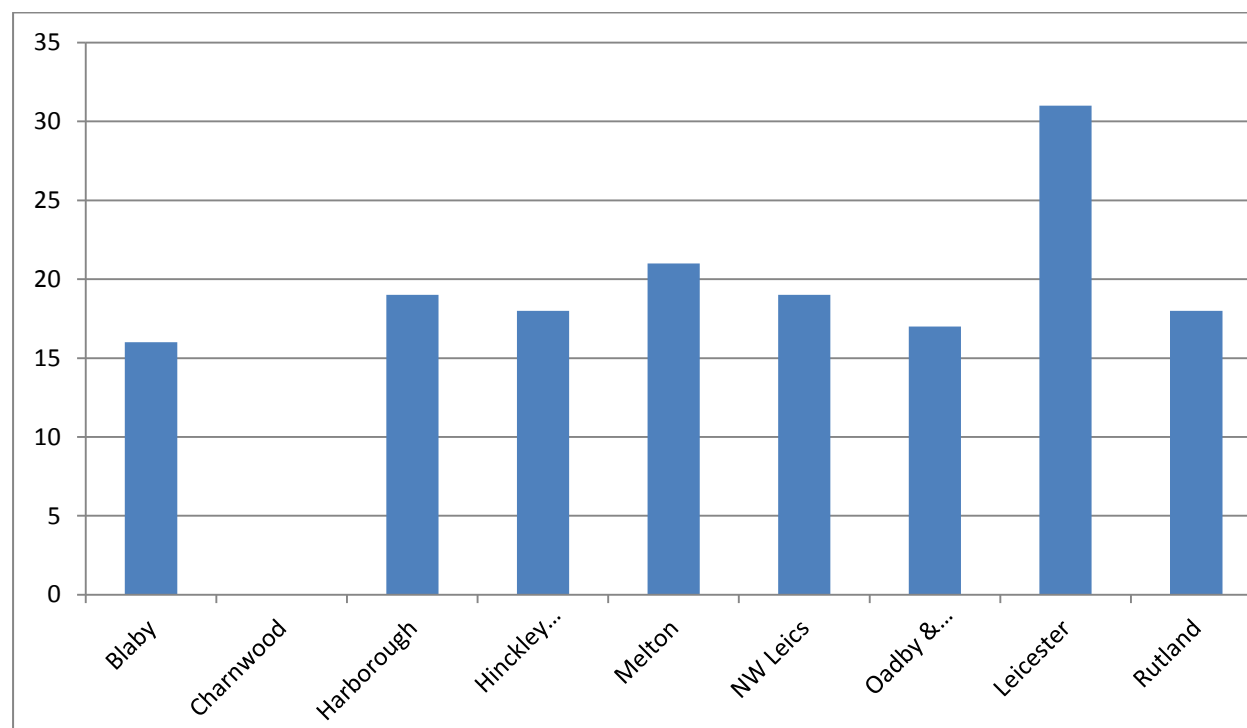
This indicator measure the amount of time taken from when a customer initially submits a benefit claim to them finally providing all of the requested evidence. In a lot of cases the customer does not provide all of the evidence with their claim and this causes delays in processing time. There have also been changes to how the DWP provide MBC with electronic updates (ATLAS) and this has caused some delays and is an area we are working on.

	Actual	Target	Variance
April	22.41	12.0	10.4
May	18.81	12.0	6.8
June	21.91	12.0	9.9
July	24.27	12.0	12.3
August	23.96	12.0	12.0
September	14.91	12.0	2.9
October	23.27	12.0	11.3
November	19.00	12.0	7.0
December	15.25	12.0	3.3
January	21.45	12.0	9.5
February	22.25	12.0	10.3
March	23.64	12.0	11.6



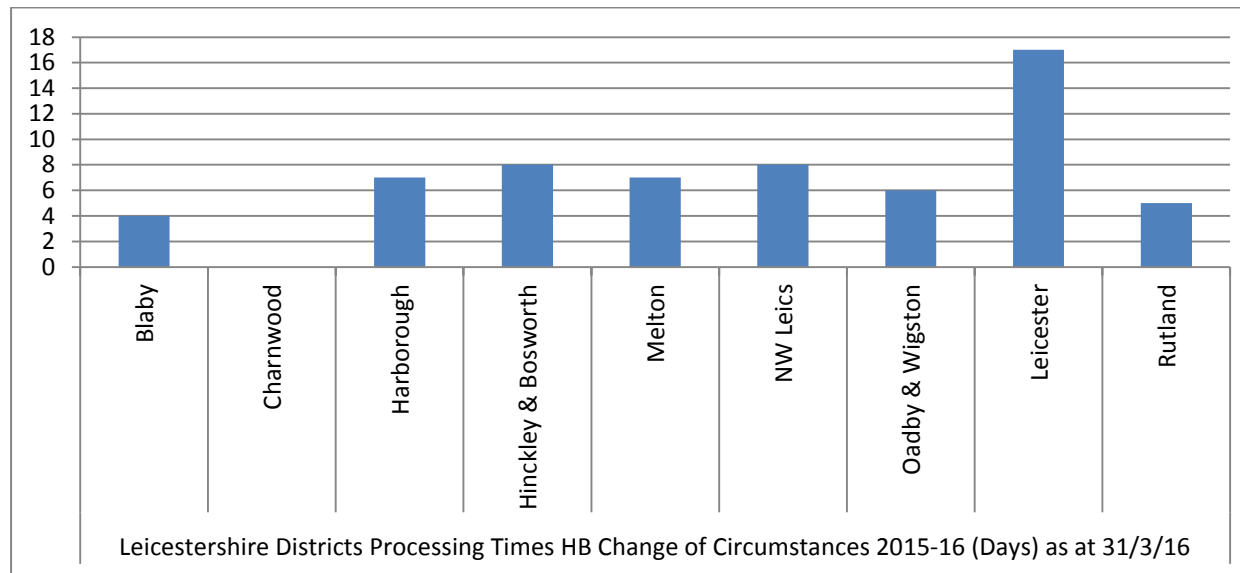
Leicestershire Districts Processing Times HB New Claims 2015-16 (DAYS) as at 31/3/16

Blaby	Charnwood	Harborough	Hinckley & Bosworth	Melton	NW Leics	Oadby & Wigston	Leicester	Rutland
16	N/A	19	18	21	19	17	31	18



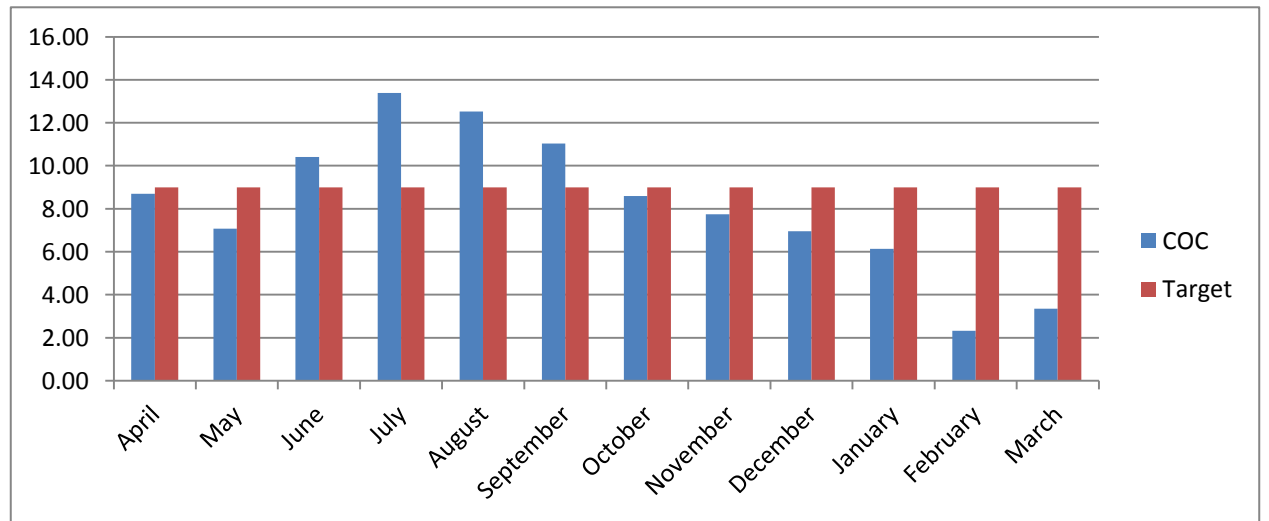
**Leicestershire Districts Processing Times HB Change of Circumstances 2015-16
(Days) as at 31/3/16**

Blaby	Charnwood	Harborough	Hinckley & Bosworth	Melton	NW Leics	Oadby & Wigston	Leicester	Rutland
4	N/A	7	8	7	8	6	17	5



Melton Processing Times HB Changes 2015-2016 (DAYS)

	COC	Target	Variance
April	8.70	9.00	0.30
May	7.08	9.00	1.92
June	10.41	9.00	-1.41
July	13.39	9.00	-4.39
August	12.53	9.00	-3.53
September	11.03	9.00	-2.03
October	8.60	9.00	0.40
November	7.74	9.00	1.26
December	6.95	9.00	2.05
January	6.14	9.00	2.86
February	2.32	9.00	6.68
March	3.35	9.00	5.65



Melton Claim Accuracy 2015 -2016

	Actual	Target	Variance
April	94.0	98.0	4.00
May	99.0	98.0	-1.00
June	98.0	98.0	0.00
July	96.0	98.0	2.00
August	88.0	98.0	10.00
September	91.0	98.0	7.00
October	94.0	98.0	4.00
November	83.0	98.0	15.00
December	91.0	98.0	7.00
January	88.7	98.0	9.32
February	90.8	98.0	7.20
March	87.6	98.0	10.40

