

**Housing Benefit & Council Tax Support Targets**

Housing Benefit Processing Times (New Claims in days) – Target is 21 days

2015/16	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
	21.4	19.6	20.4	17.6	17.3	20.8	20.8	19.0	22.3	21.3	18.9	18.3

2016/17	APR	MAY	JUN	Jul	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
	24.2	16.6	17.2	17.9	18.9	17.8						

Council Tax Support Processing Times (New Claims in days) – Target is 22 days

2015/16	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	19.4	MAR
	21.2	24.0	22.6	19.3	20.0	19.8	21.5	21.1	21.2	21.3	20.5	18.3

2016/17	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
	23.2	21.1	19.3	19.6	20.1	20.1						

Housing Benefit Processing Times (Changes in Circumstances in days) – Target is 7 days

2015/16	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	19.4	MAR
	7.9	7.1	5.6	5.7	5.6	5.1	7.3	9.3	7.5	7.0	1.7	1.9

2016/17	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
	4.4	4.8	5.9	4.7	4.6	5.2						

Council Tax Support Processing Times (Changes in Circumstances in days) – Target is 7 days

2015/16	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	19.4	MAR
	4.6	5.1	5.1	4.0	4.4	4.6	6.1	7.5	6.2	6.1	2.6	4.9

2016/17	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
	2.9	4.3	5.5	4.0	4.2	5.2						

Accuracy of Processing Housing Benefit and Council Tax Support Claims (Quarterly) - Target is 93%

Accuracy of HB/CTS Processing				
2015/16	Q1	Q2	Q3	Q4
	93.3%	93.3%	94%	94%

2016/17	Q1	Q2	Q3	Q4
	93.3%	93%		

Housing Benefit Overpayments Recovered – Targets 70% 2015/16 & 60% 2016/17 for the period raised and 8.75% 2015/16 & 6.25% 2016/17 for overall debt.

%HB Overpayments recovered (Period Raised)				
2015/16	Q1	Q2	Q3	Q4
	53.41%	55.36%	55.32%	65.89%

2016/17	Q1	Q2	Q3	Q4
	39.61%	53.21%		

%HB overpayments Recovered (Overall Debt)				
2015/16	Q1	Q2	Q3	Q4
	10.08%	11.73%	10.77%	10.77%

2016/17	Q1	Q2	Q3	Q4
	8.91%	10.19%		

## Revenues Targets

Collection rate of current year's Council Tax – Target is 96.9%

2015/16	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
	10.9	20.0	29.2	38.5	47.5	56.8	66.2	75.5	84.5	93.7	95.4	96.8

2016/17	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
	10.6	19.7	30.1	38.0	47.2	56.4						

Collection rate of current year's National Non-Domestic Rates - Target is 97.9%

2015/16	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
	11.9	20.8	29.3	43.3	54.8	62.7	70.3	79.9	87.0	93.2	96.9	97.4

2016/07	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
	11.3	19.2	28.3	35.6	43.6	58.9						

Monitoring is also undertaken in respect of the following measures relating to property inspections:

- All empty domestic and non-domestic property is inspected at least twice per annum in order to confirm any new occupancy
- All new developments sites inspected at least twice per annum in order to capture newly completed property/ property brought back into use
- 'Ad-hoc inspections completed within 14 days i.e. visits to verify entitlement to discounts/exemptions, or internal inspection requests in order to verify occupancy details

## Contact Centre Targets

Customer Waiting Times on the One Stop Shop – Target is 10 minutes waiting time (NB the council corporate target is 15 minutes)

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015/16	footfall	2,589	2,275	3,027	2,535	2,182	2,814	2,923	2,839	2,634	3,122	2683	3123
	waiting	8	6	6	7	4	7	8	5	10	10	13	10
2016/17	footfall	2603	2616	2876	2752	2697	2789						
	waiting	12	11	10	12	12	12						

Capita have previously been targeted to answer 65% of telephone calls within 20 seconds and for there to be less than 8% call abandonment rate.

We are currently unable to provide data in respect of either of these former targets. Reporting on these aspects of the service will resume once the call centre telephone system has been replaced.