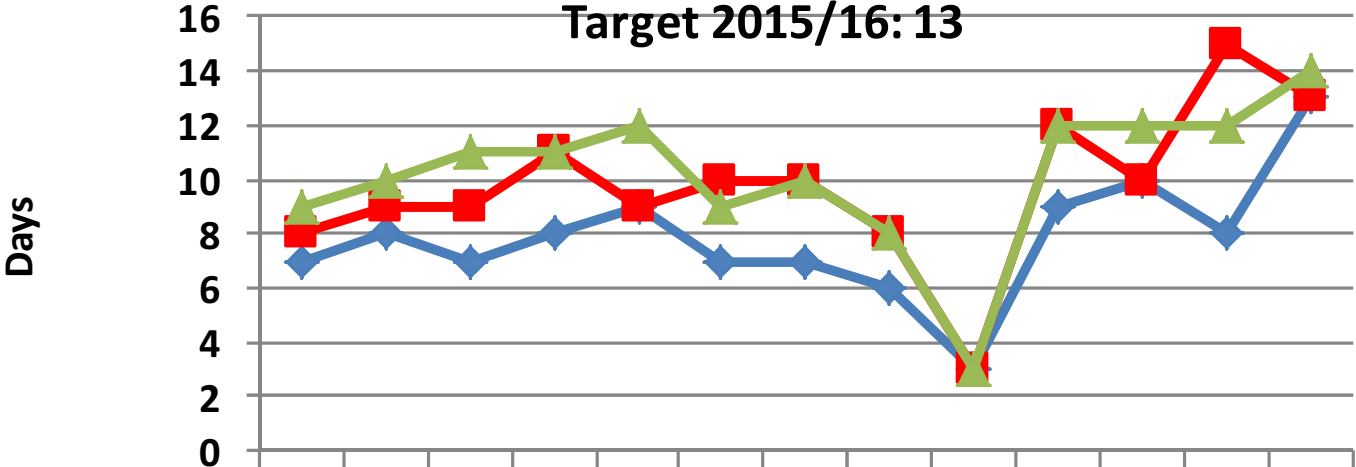


Time to process claims (NI 181)

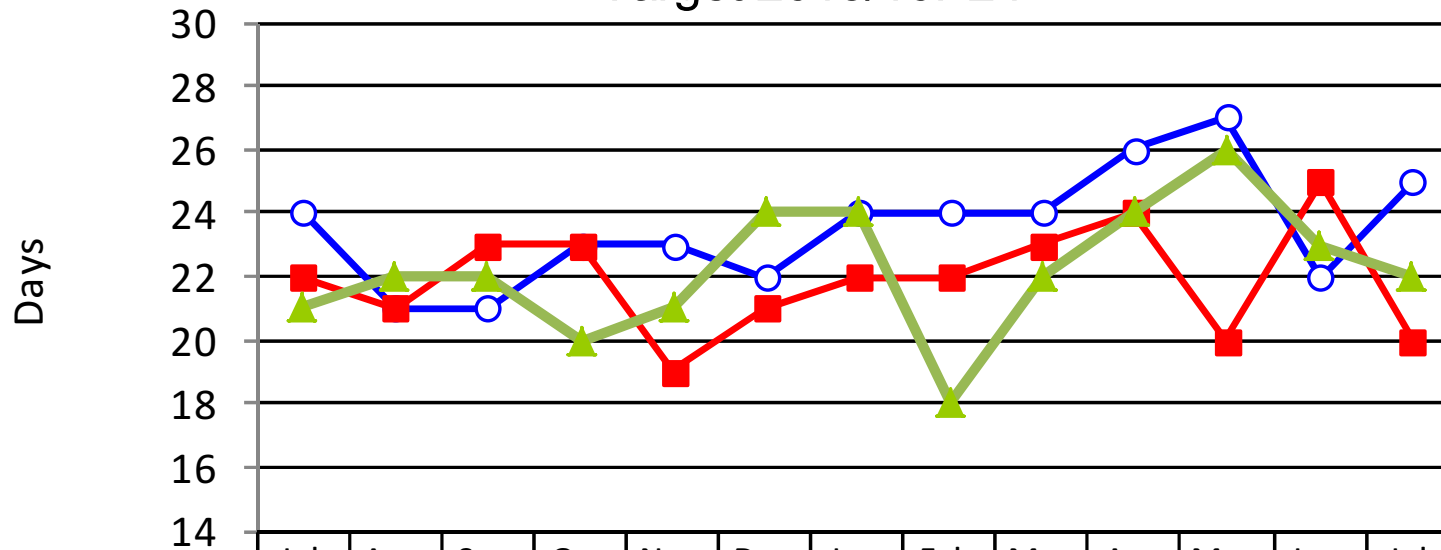
Target 2015/16: 13



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
BDC	7	8	7	8	9	7	7	6	3	9	10	8	13
IBC	8	9	9	11	9	10	10	8	3	12	10	15	13
MSDC	9	10	11	11	12	9	10	8	3	12	12	12	14

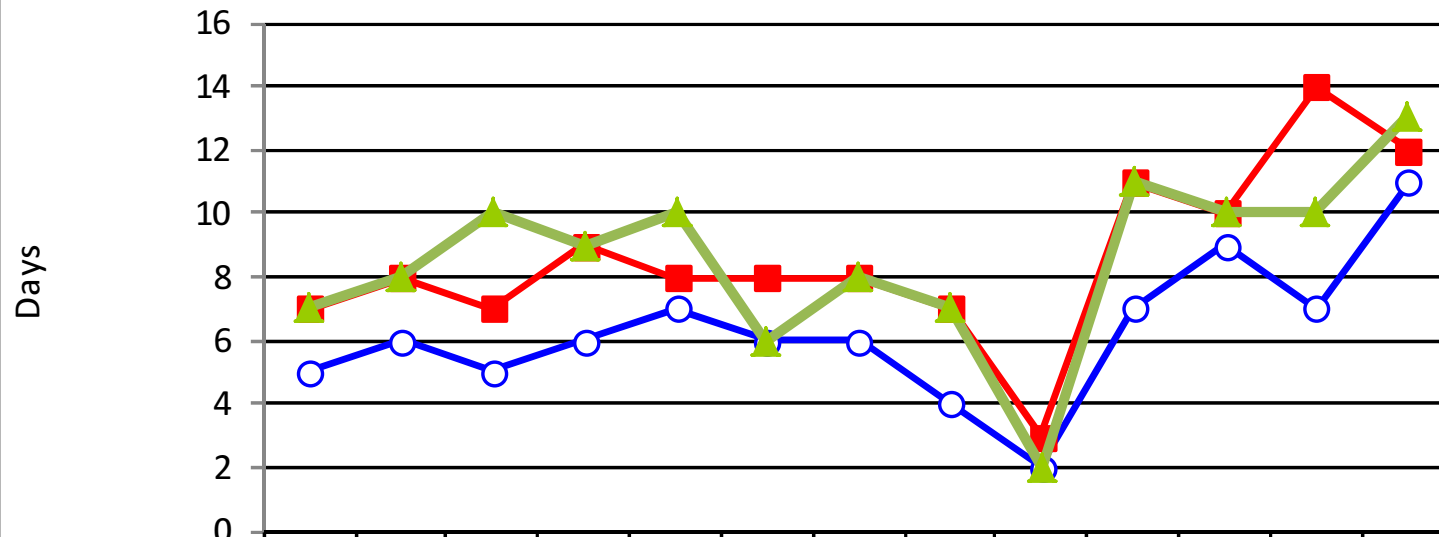
Time to process new claims (PM1)

Target 2015/16: 24



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
—○— BDC	24	21	21	23	23	22	24	24	24	26	27	22	25
—■— IBC	22	21	23	23	19	21	22	22	23	24	20	25	20
—▲— MSDC	21	22	22	20	21	24	24	18	22	24	26	23	22

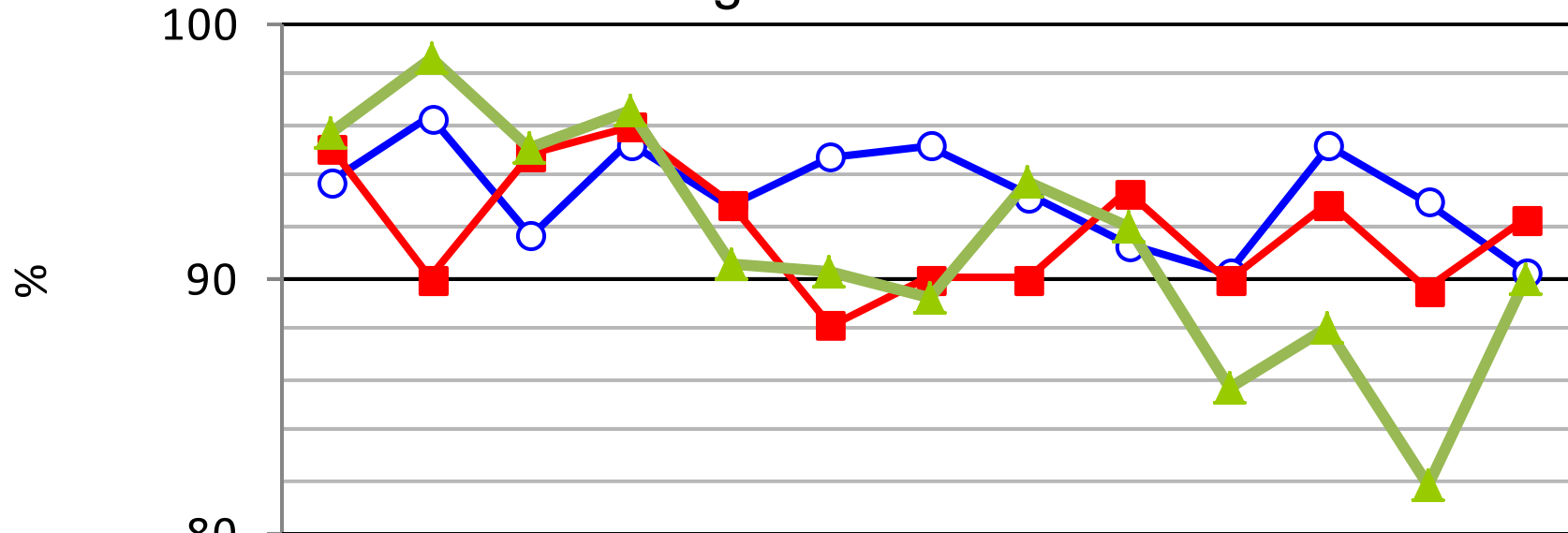
Time taken to process COC (PM2)
Target 2015/16: 10



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
○ BDC	5	6	5	6	7	6	6	4	2	7	9	7	11
■ IBC	7	8	7	9	8	8	8	7	3	11	10	14	12
▲ MSDC	7	8	10	9	10	6	8	7	2	11	10	10	13

Financial Accuracy of Benefit Processing

Target 2015/16: 98%

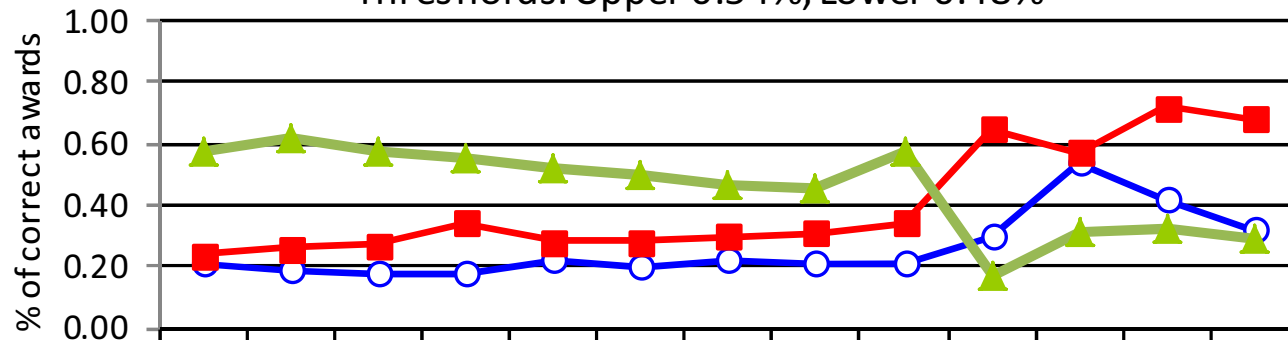


	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
—○— BDC	93.75	96.25	91.67	95.24	92.86	94.74	95.2	93.18	91.3	90.18	95.21	92.98	90.18
—■— IBC	95.07	89.97	94.84	95.92	92.9	88.16	89.97	89.95	93.37	89.89	92.89	89.5	92.29
—▲— MSDC	95.6	98.61	95.12	96.55	90.48	90.29	89.22	93.69	92	85.71	88	81.9	90

LA error (PM4)

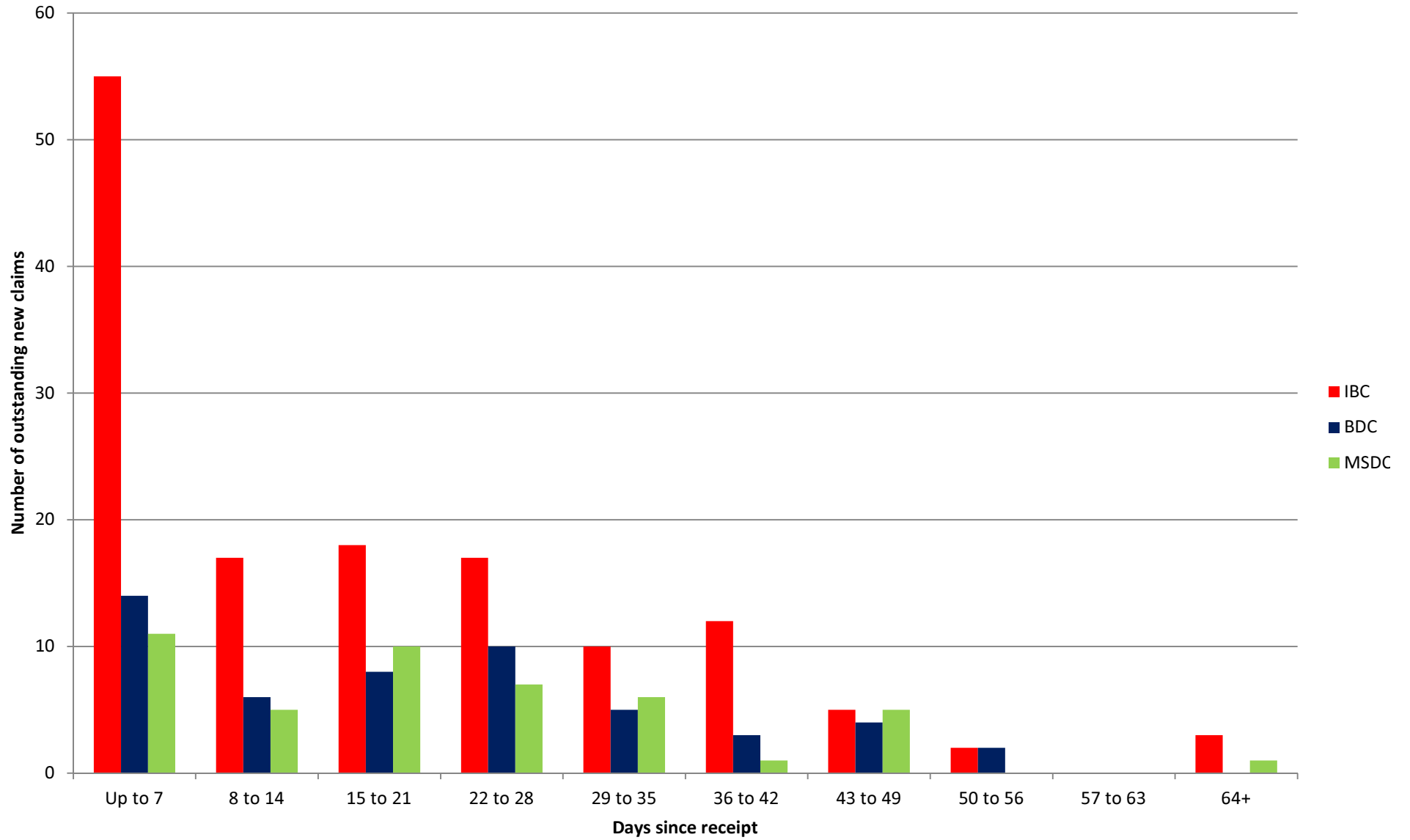
Target 2015/16: Below 0.48%

Thresholds: Upper 0.54%, Lower 0.48%

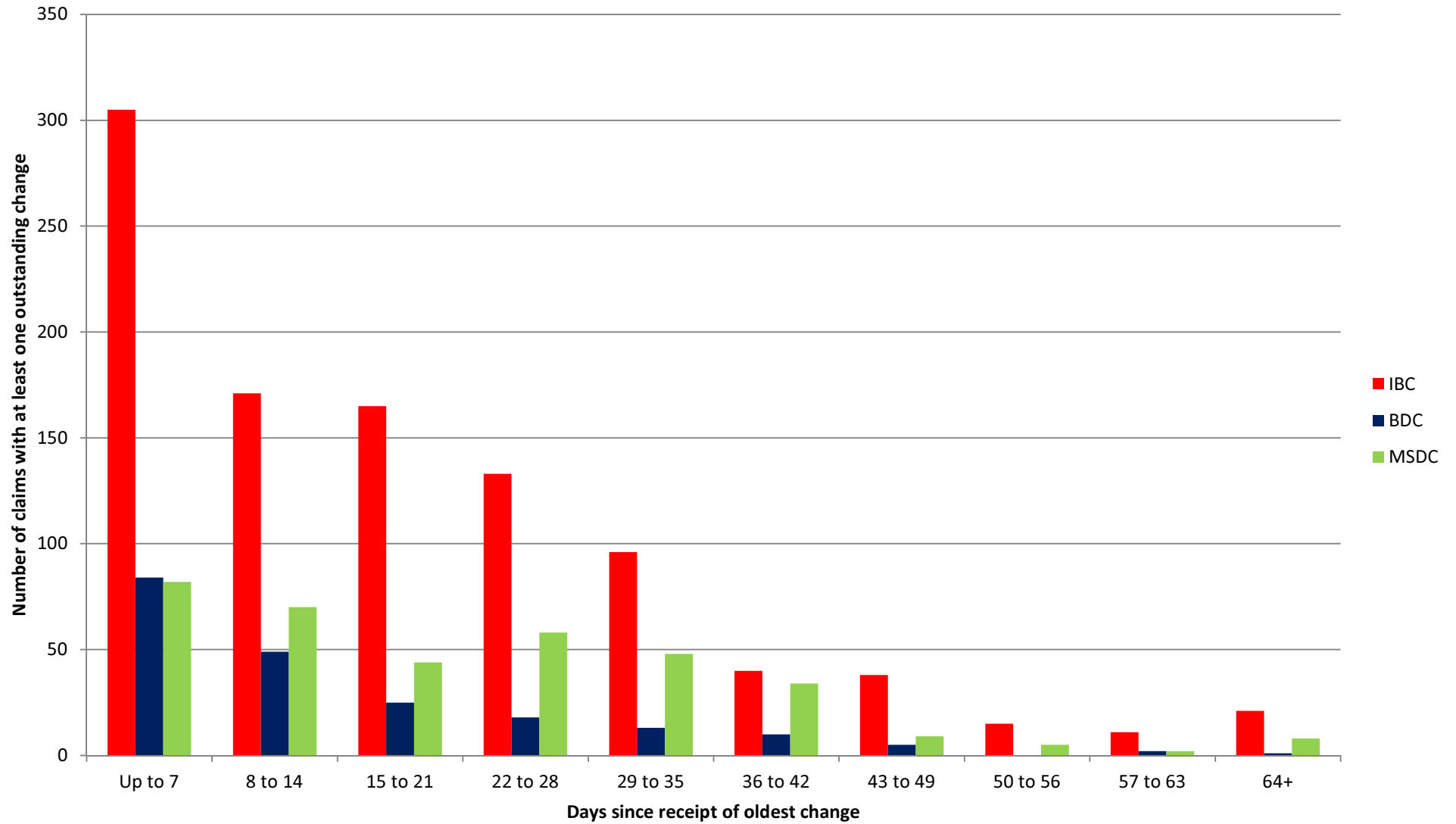


	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
○ BDC	0.21	0.19	0.18	0.18	0.22	0.2	0.22	0.21	0.21	0.3	0.54	0.42	0.32
■ IBC	0.24	0.26	0.27	0.34	0.28	0.28	0.3	0.31	0.34	0.65	0.57	0.72	0.68
▲ MSDC	0.58	0.62	0.57	0.55	0.52	0.5	0.47	0.45	0.58	0.17	0.31	0.32	0.29

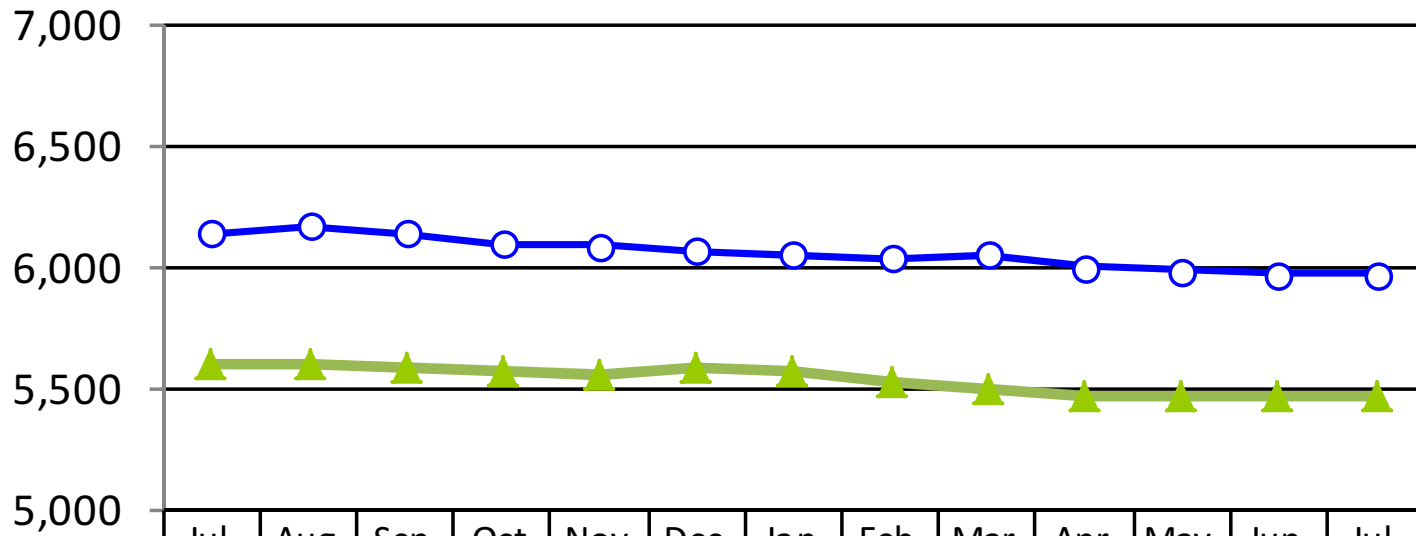
Outstanding new claims by age of receipt 28 Jul 2015



Claims with at least one outstanding change by age of receipt of oldest change 28 Jul 2015

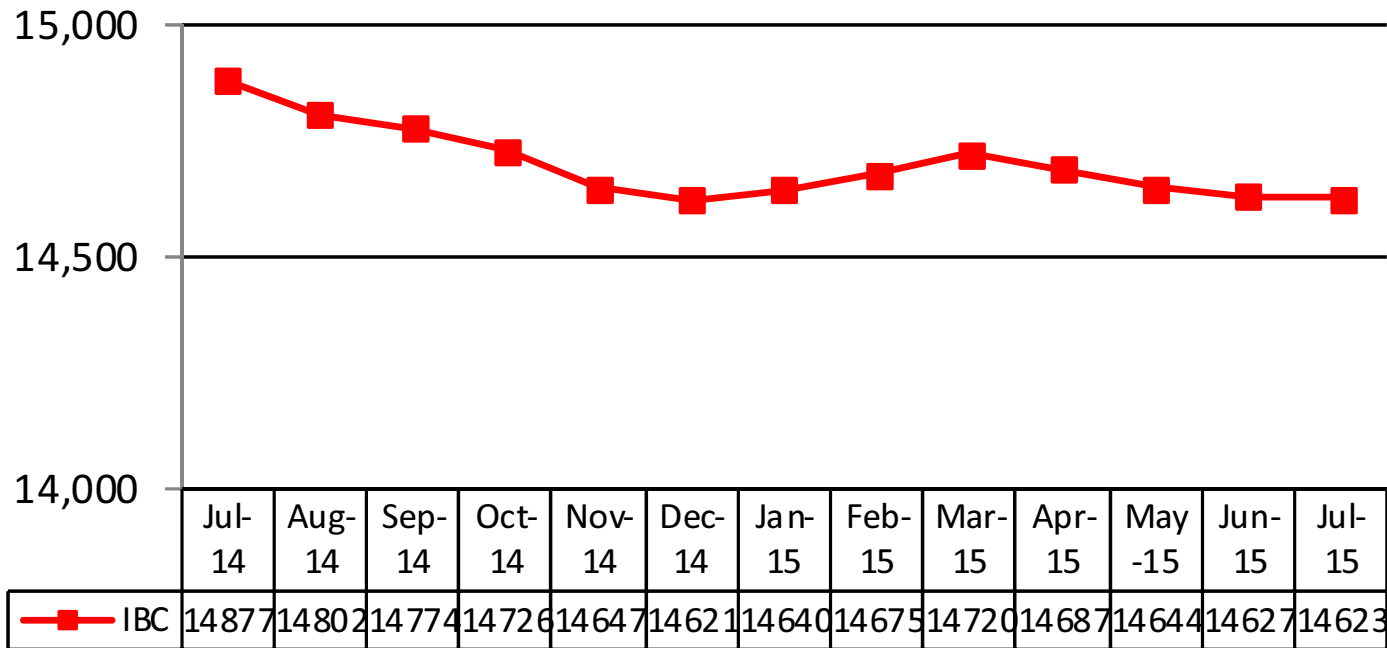


Benefit caseload BDC & MSDC



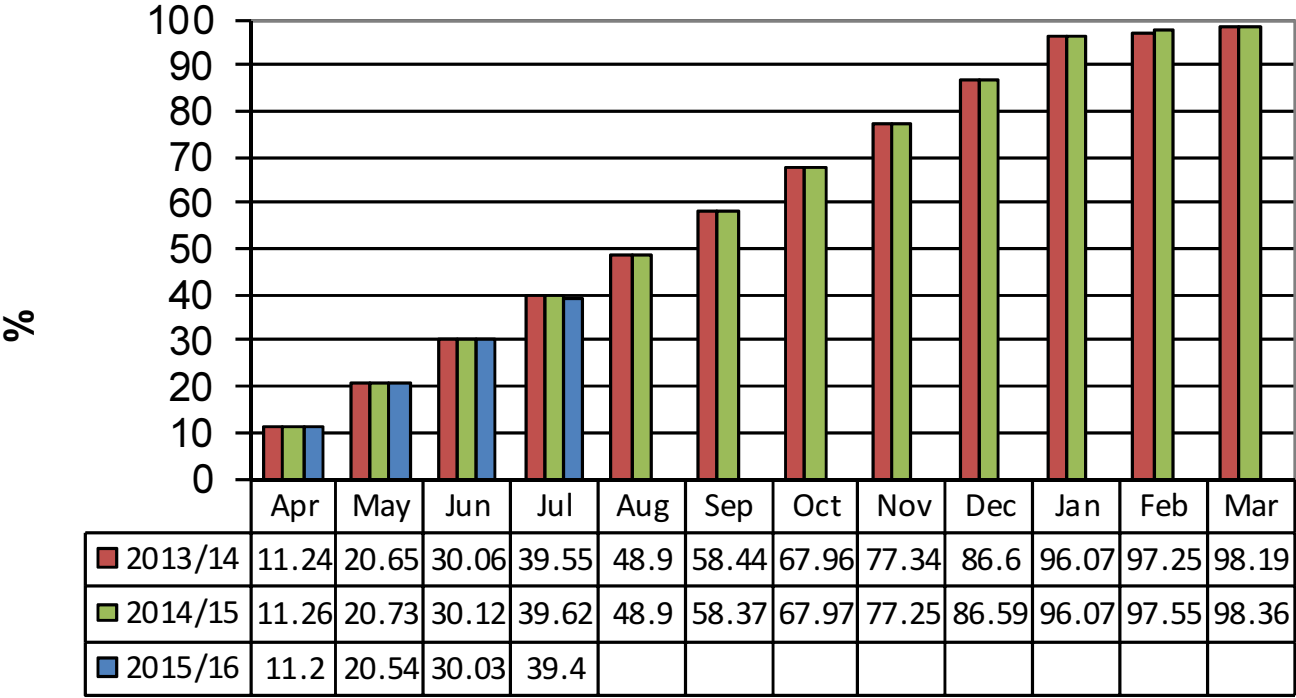
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
—○— BDC	6135	6165	6139	6094	6082	6066	6045	6033	6045	5997	5983	5967	5969
—▲— MSDC	5593	5601	5585	5571	5549	5578	5560	5516	5486	5468	5458	5468	5464

Benefit caseload IBC



Council Tax Collected (BDC)

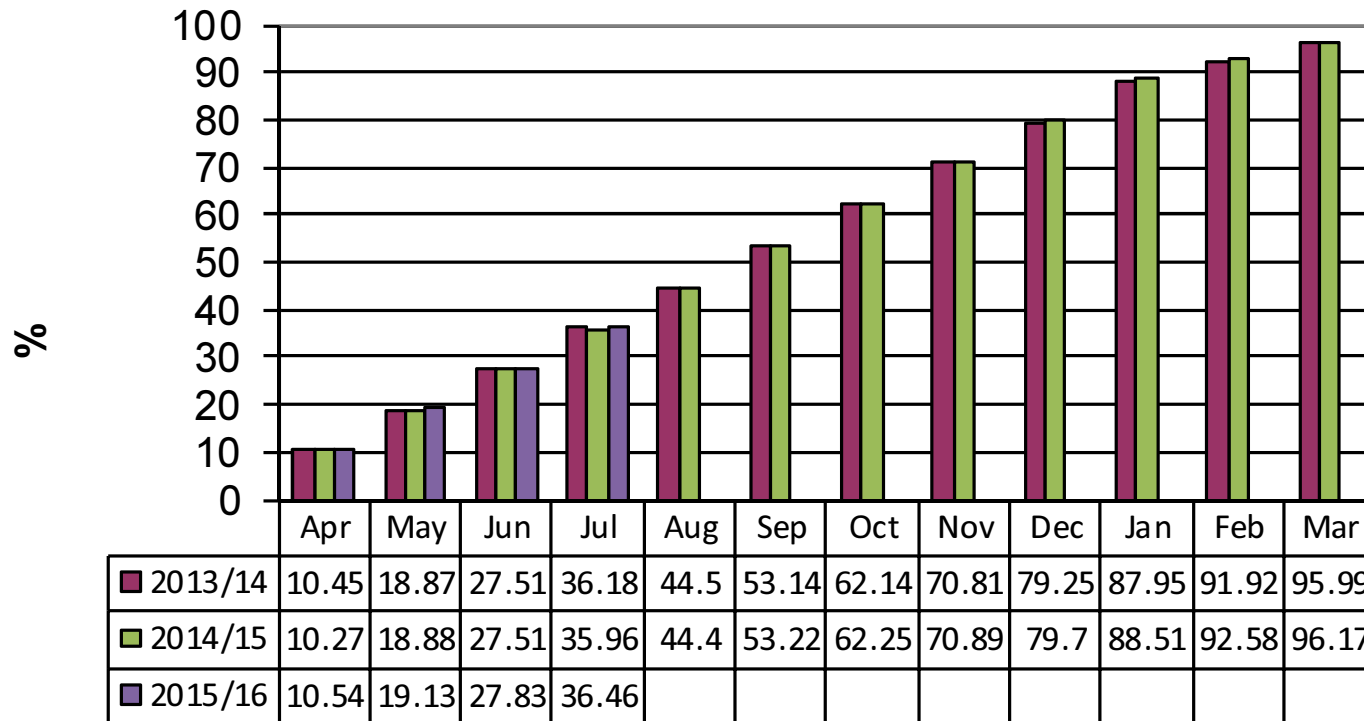
Target 2015/16 98.4%



Month

Council Tax Collection (IBC)

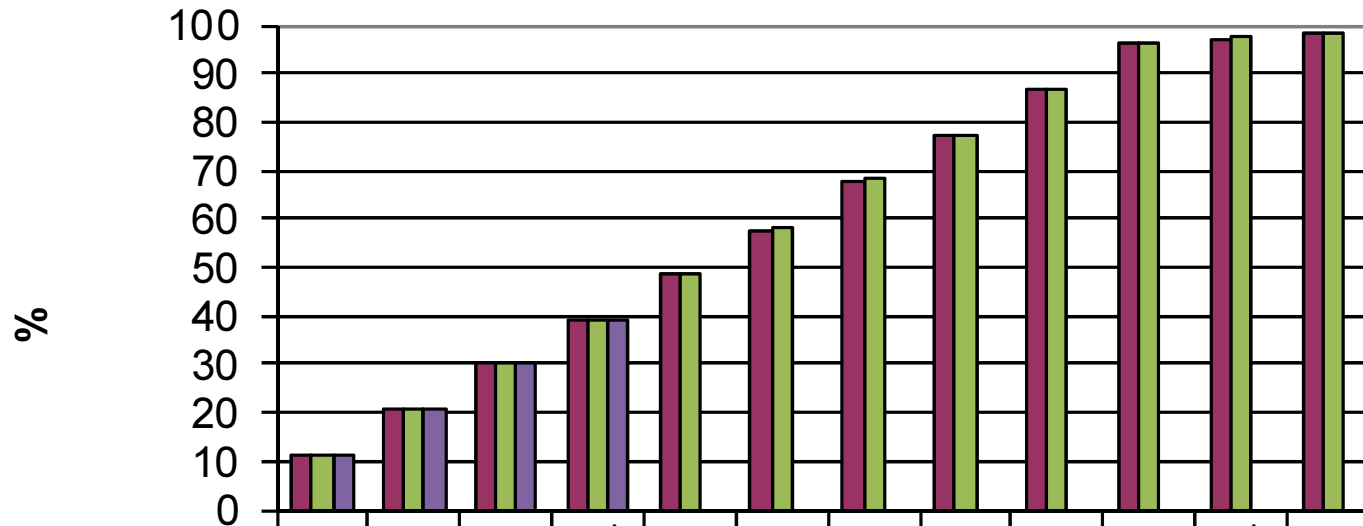
Target 2015/16: 96.0%



Month

Council Tax Collected (MSDC)

Target 2015/16: 98.4%

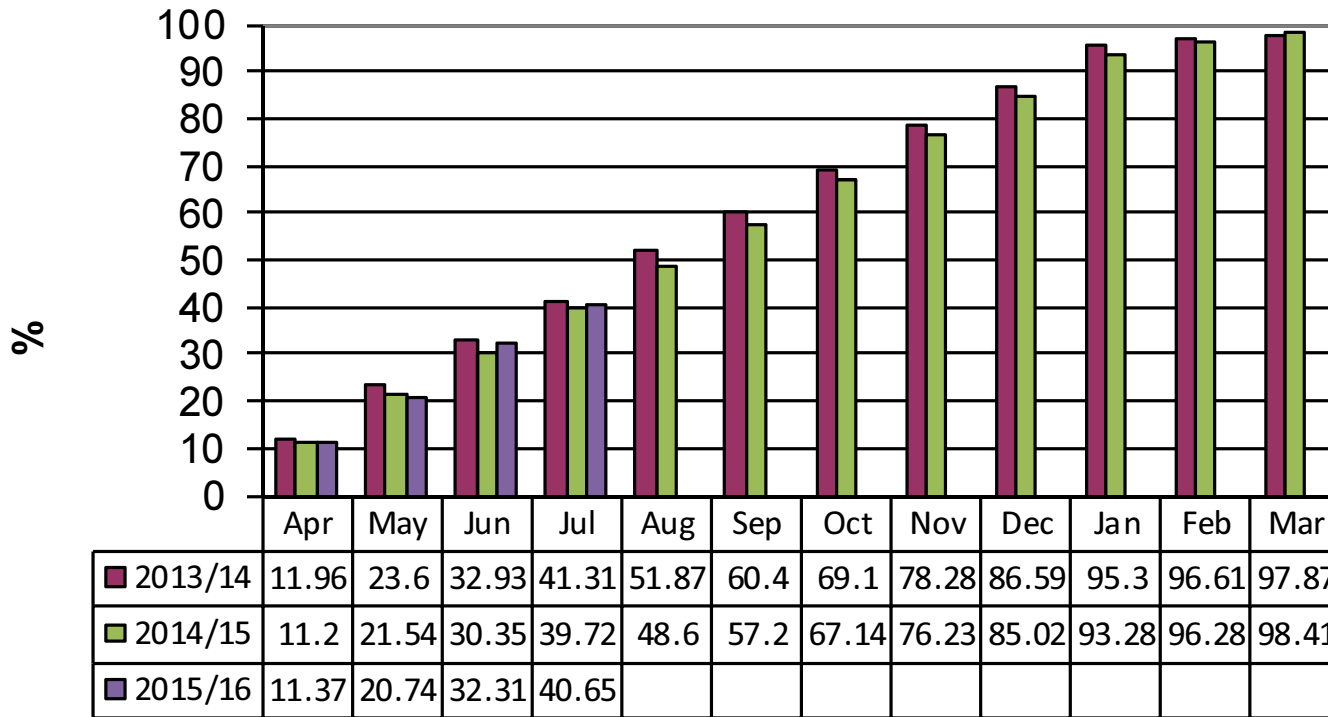


	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
■ 2013/14	11.42	20.76	30.02	39.31	48.5	57.79	68.01	77.36	86.62	95.92	97.27	98.18
■ 2014/15	11.56	20.99	30.09	39.42	48.63	58.05	68.12	77.48	86.57	96.02	97.54	98.43
■ 2015/16	11.41	20.8	30.08	39.31								

Month

Business Rate Collection (IBC)

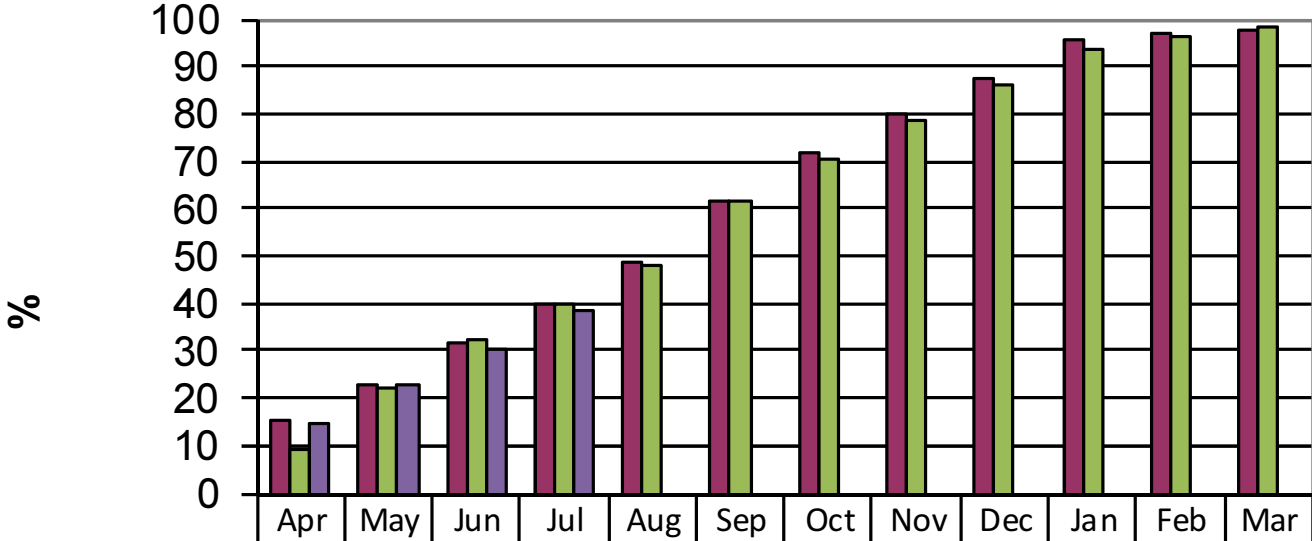
Target 2015/16: 98.0%



Month

Business Rate Collection (MSDC)

Target 2015/16: 98.0%



■ 2013/14	15.03	23.1	31.73	39.64	48.58	61.84	71.56	79.74	87.65	95.77	96.69	97.71
■ 2014/15	9.27	22	32.11	39.96	47.92	61.66	70.39	78.71	86.03	93.87	96.47	97.97
■ 2015/16	14.33	22.48	29.96	38.55								

Month