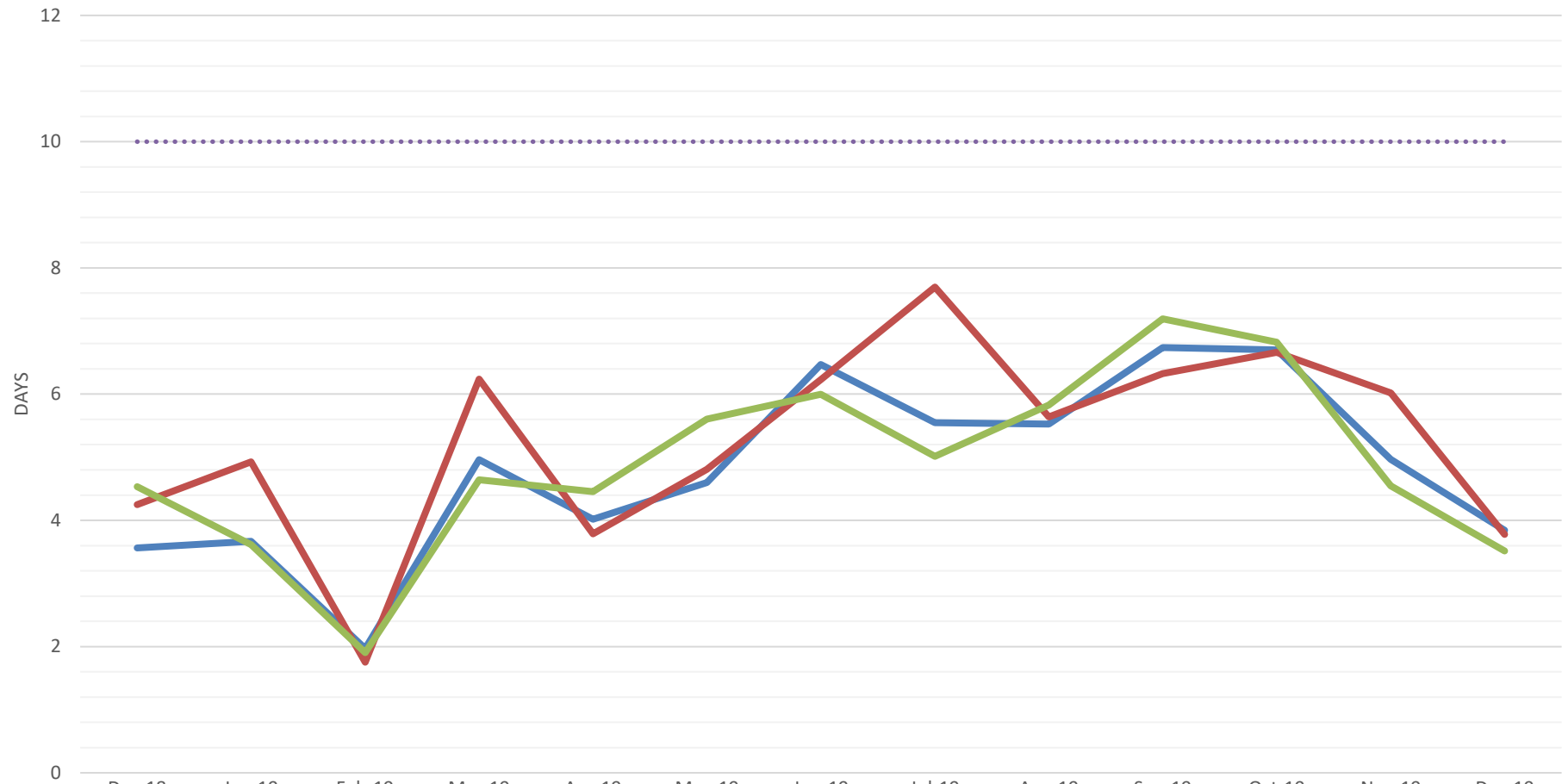
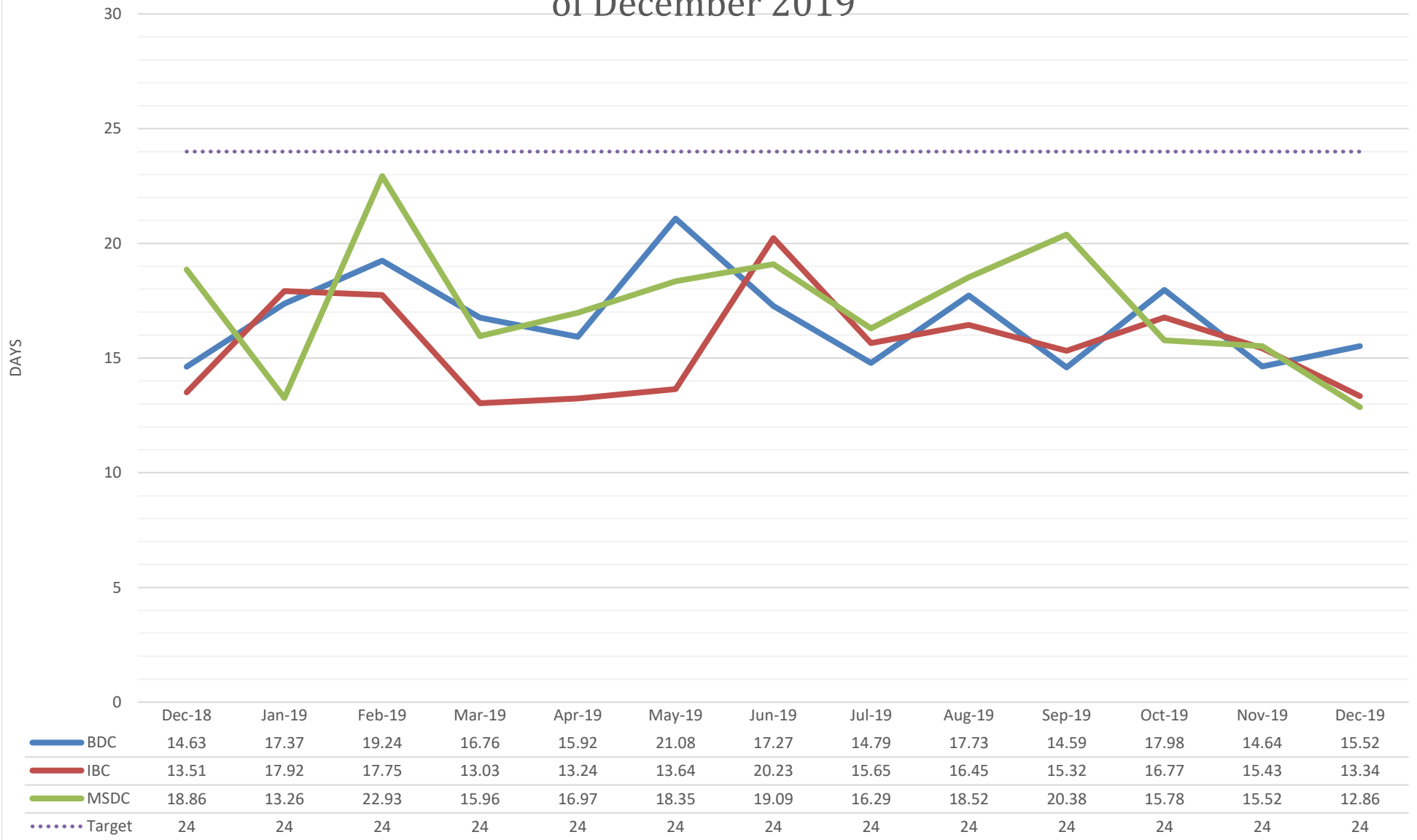


Average time taken to process new claims and changes to claims - Target < 10 days to end of December 2019



	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
— BDC	3.56	3.67	1.97	4.96	4.02	4.60	6.47	5.55	5.52	6.74	6.70	4.97	3.84
— IBC	4.25	4.93	1.75	6.24	3.79	4.81	6.23	7.70	5.64	6.32	6.66	6.02	3.78
— MSDC	4.53	3.61	1.90	4.64	4.46	5.60	6.00	5.02	5.83	7.19	6.82	4.55	3.52
⋯ Target	10	10	10	10	10	10	10	10	10	10	10	10	10

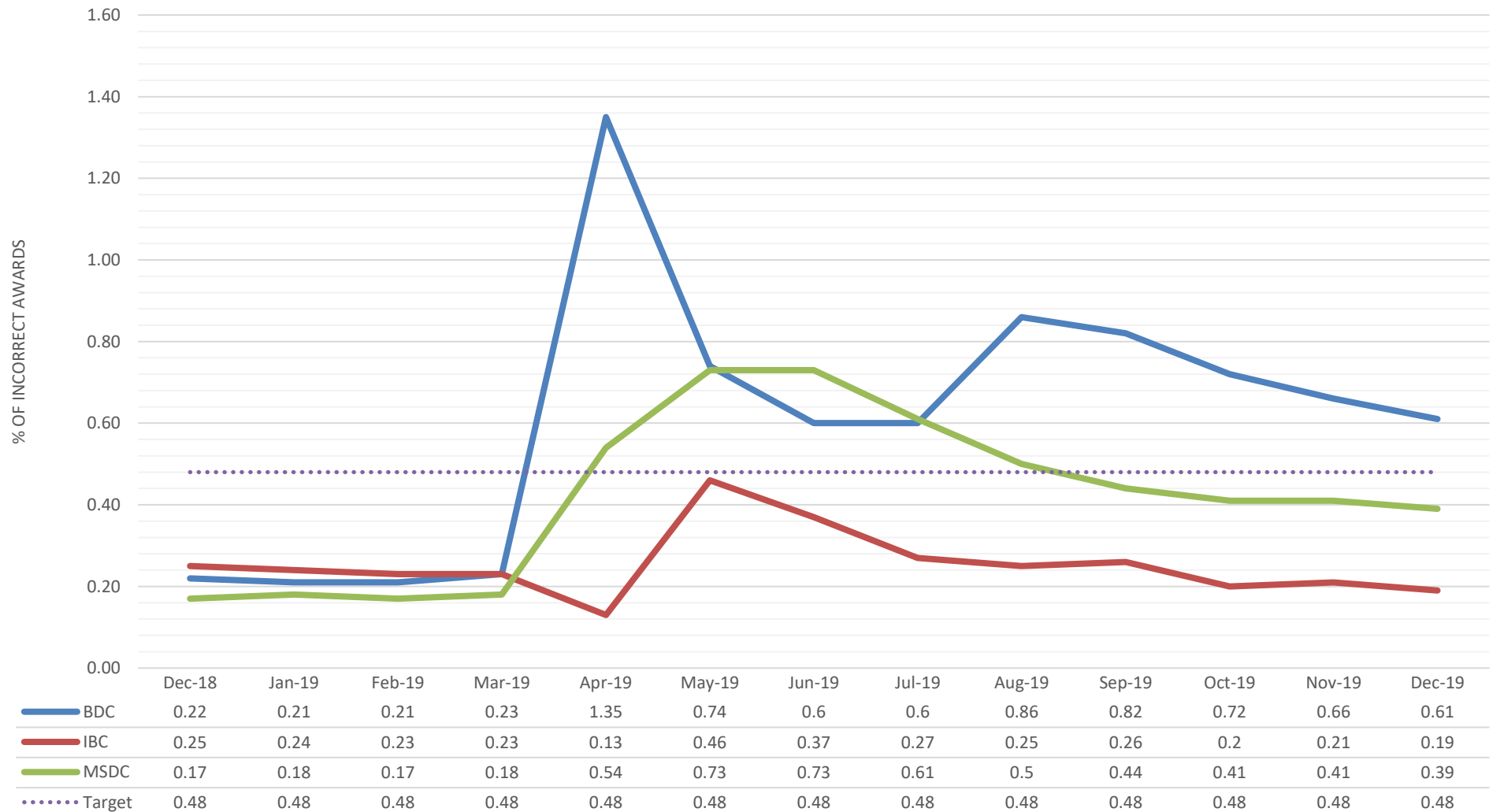
Average time taken to process new claims - Target < 24 days to end of December 2019



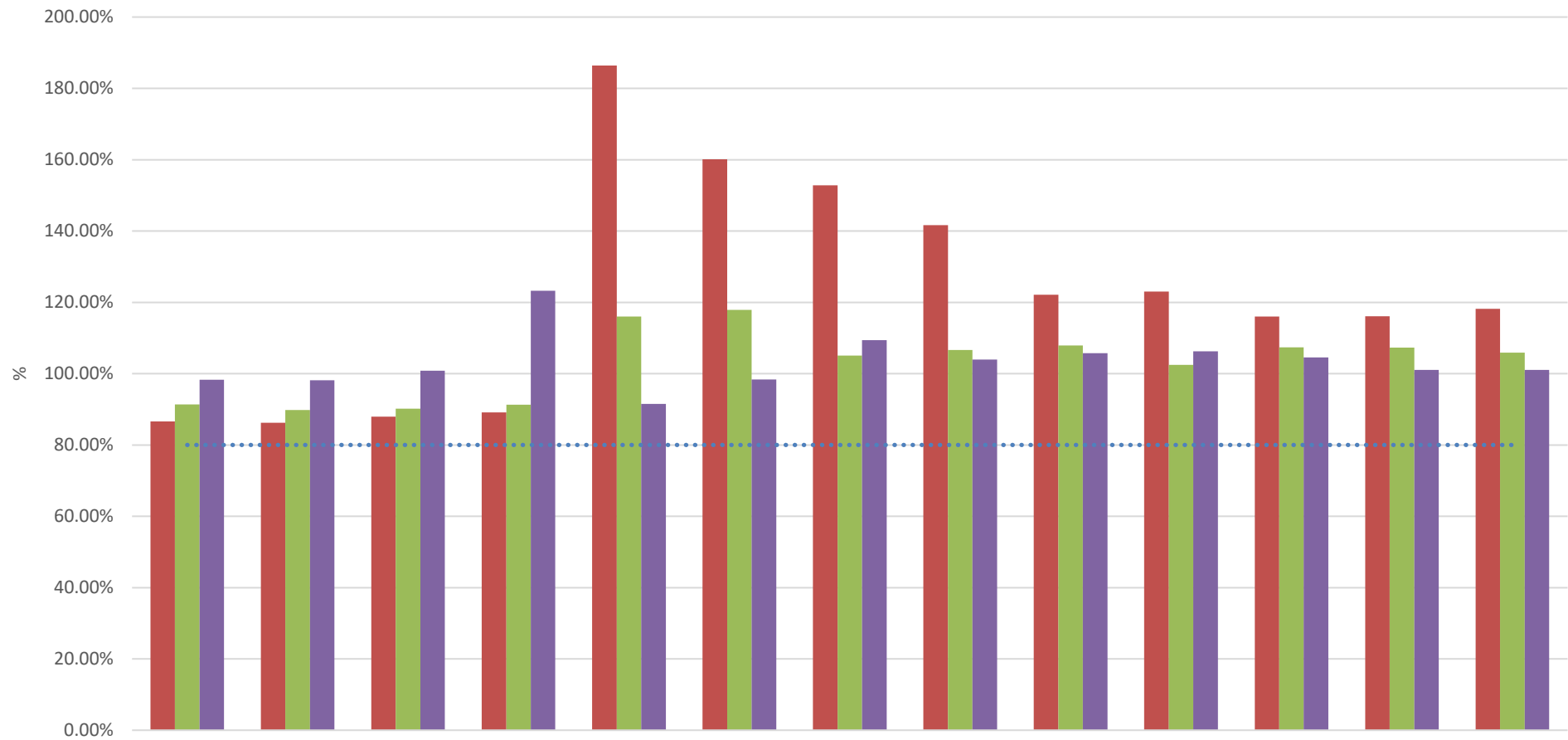
Average time taken to process changes to claims - Target < 7 days to end of December 2019



The level of Local Authority Error overpayments as a % of all housing benefit paid (Target > 0.48%) - up to end of December 2019

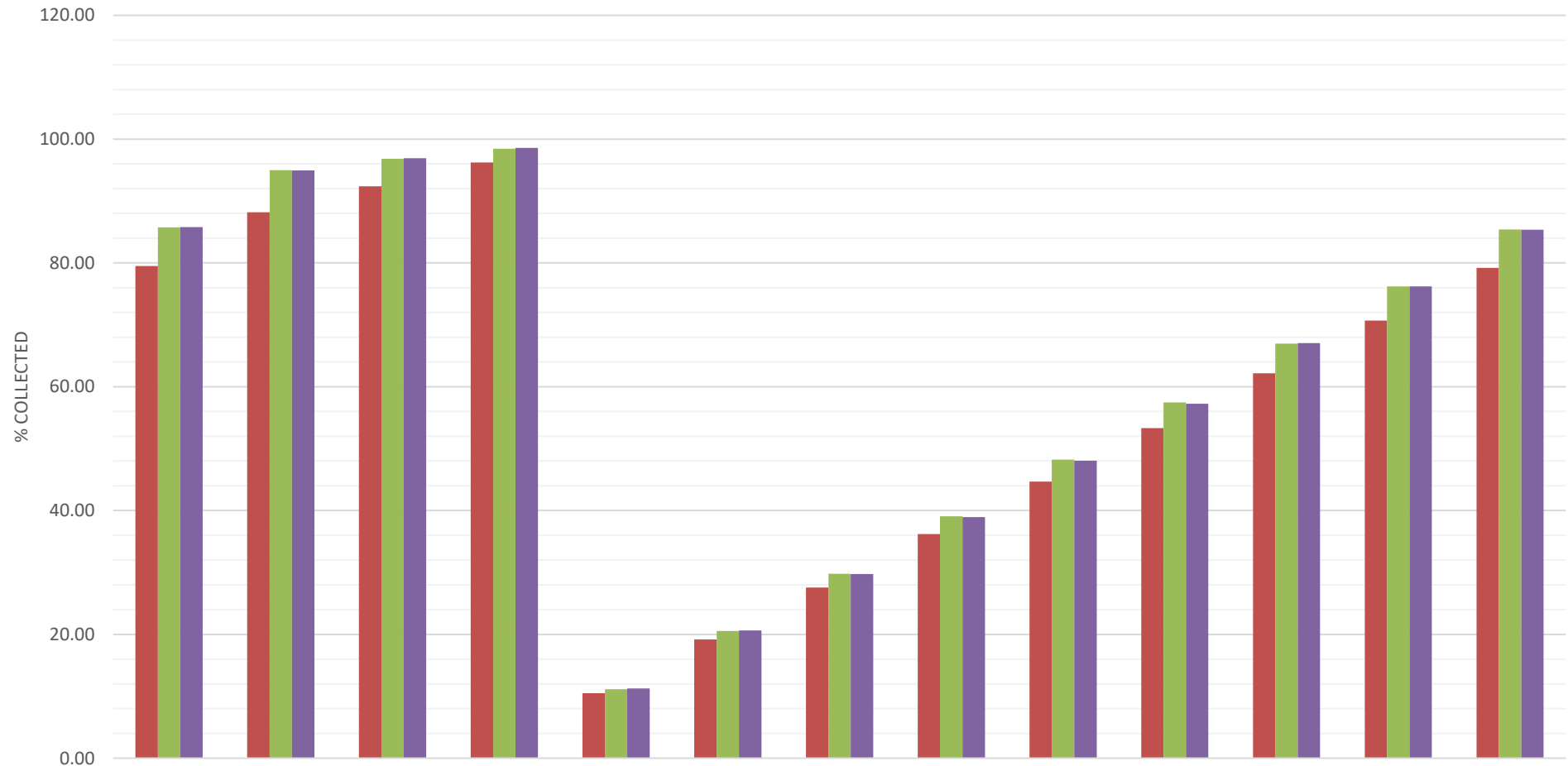


HBOP Amount recovered in year to date as a % of HBOP Amount created in year to date, up to end of December 2019



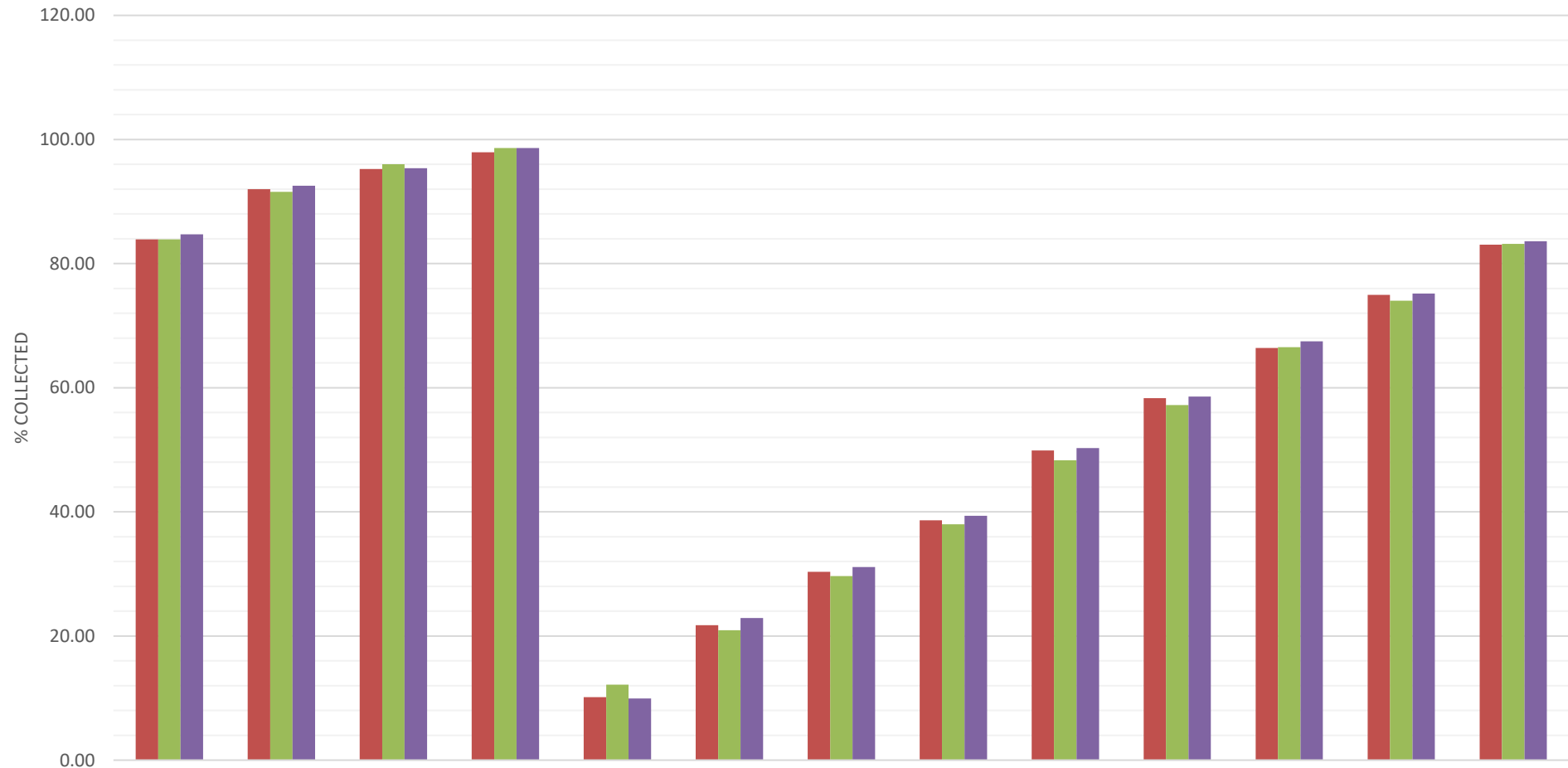
	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
IBC	86.60%	86.24%	87.95%	89.16%	186.38%	160.08%	152.80%	141.66%	122.14%	123.05%	116.02%	116.05%	118.16%
BDC	91.34%	89.82%	90.14%	91.30%	116.02%	117.85%	105.09%	106.62%	107.87%	102.50%	107.39%	107.30%	105.86%
MSDC	98.26%	98.14%	100.81%	123.21%	91.49%	98.39%	109.42%	103.95%	105.74%	106.28%	104.54%	101.02%	101.02%
Target	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%

Council Tax % of total raised collected in year for last 13 months up to the end of December 2019



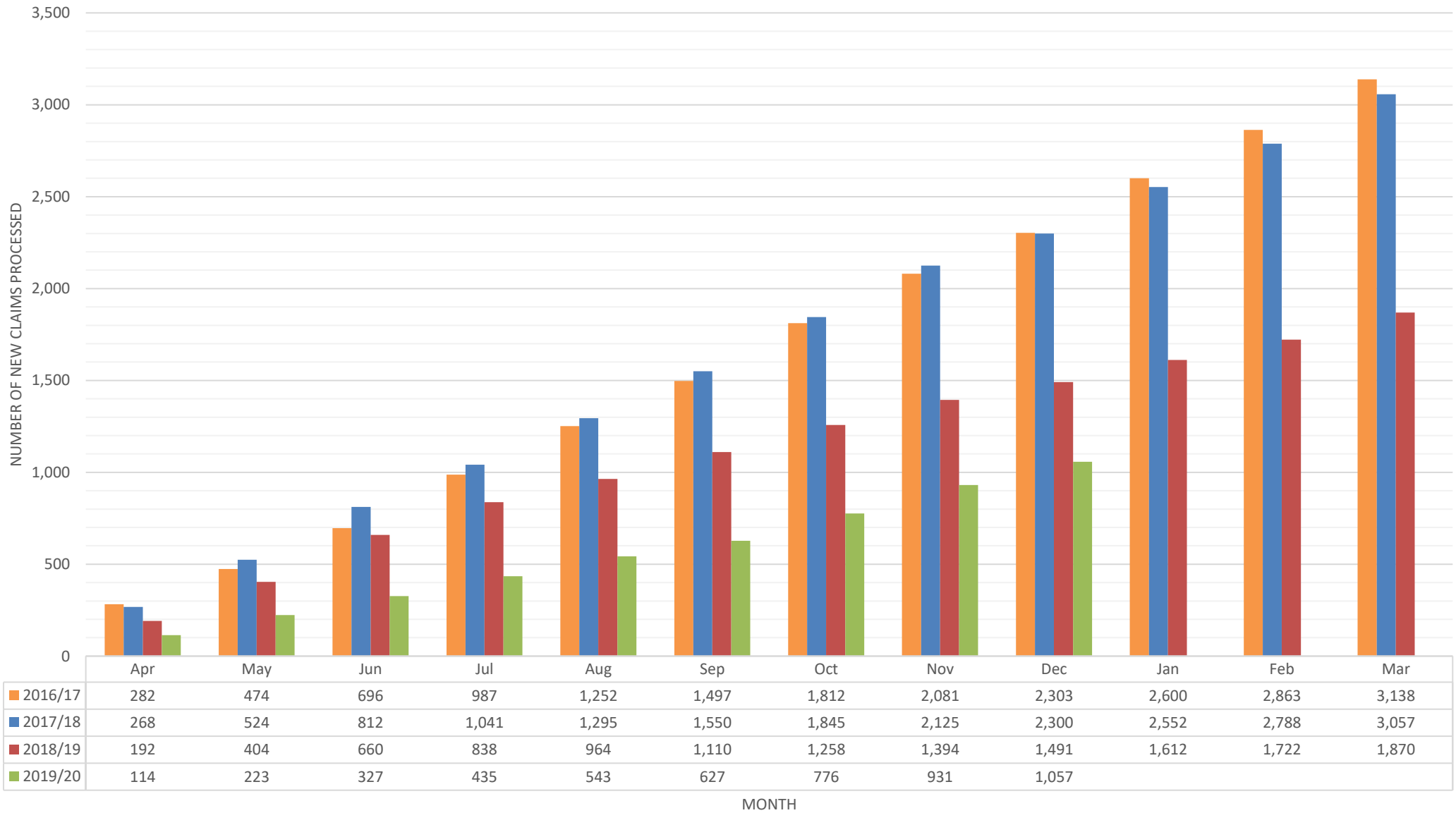
	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
IBC	79.51	88.19	92.38	96.25	10.51	19.16	27.57	36.20	44.66	53.31	62.16	70.67	79.22
BDC	85.73	95.01	96.85	98.45	11.15	20.56	29.80	39.08	48.22	57.48	66.97	76.19	85.41
MSDC	85.79	94.97	96.90	98.59	11.27	20.64	29.74	38.94	48.05	57.24	67.04	76.23	85.36

Business Rates % of total raised collected in year for last 13 months up to the end of December 2019

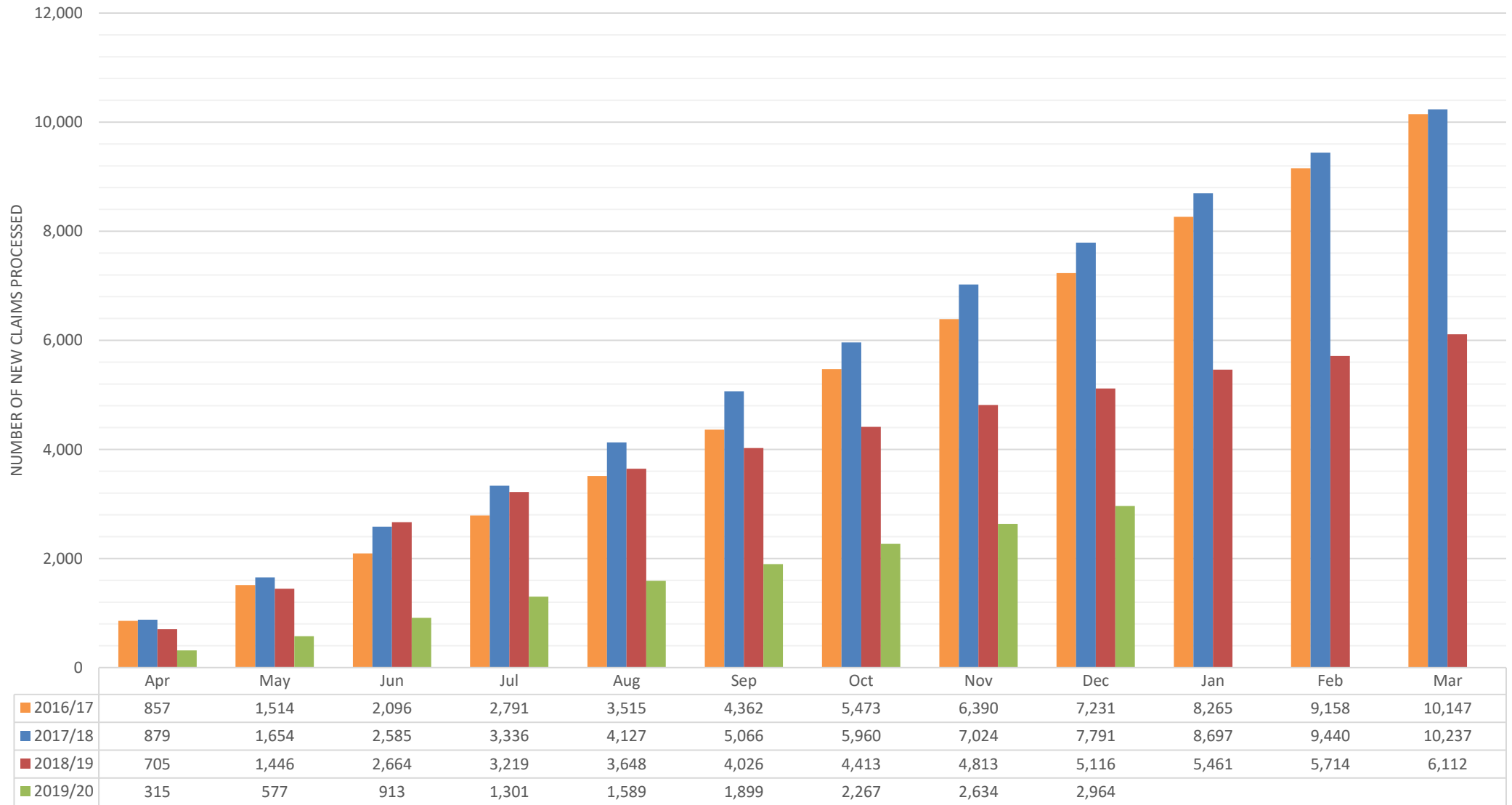


	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
IBC	83.91	92.01	95.25	97.96	10.16	21.75	30.34	38.65	49.88	58.33	66.43	74.97	83.05
BDC	83.90	91.57	96.01	98.62	12.18	20.95	29.68	38.01	48.30	57.20	66.53	74.01	83.18
MSDC	84.73	92.54	95.38	98.62	9.94	22.92	31.12	39.37	50.29	58.57	67.47	75.18	83.61

BDC New Claims processed - cumulative - up to end of December 2019

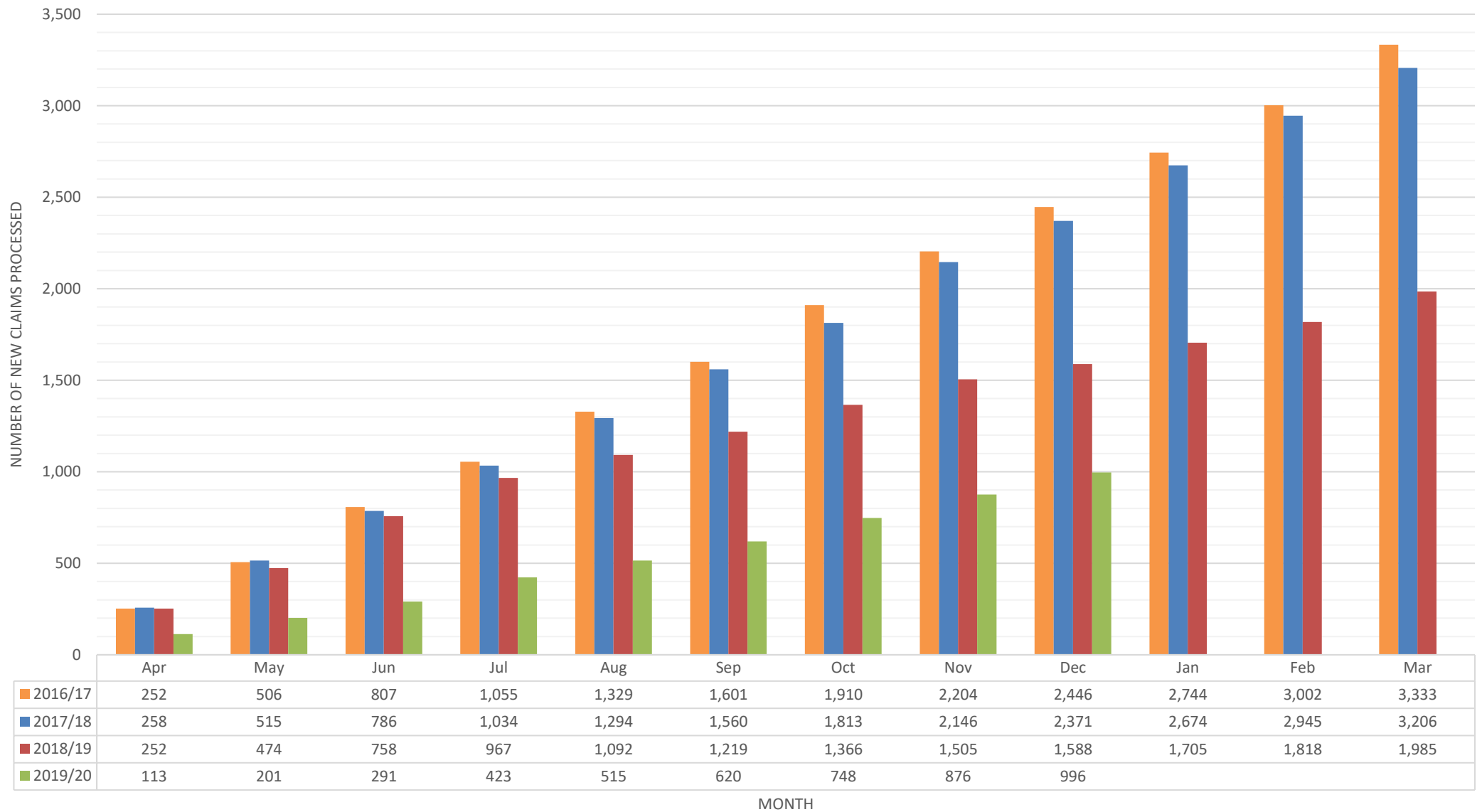


IBC New Claims processed - cumulative - up to end of December 2019

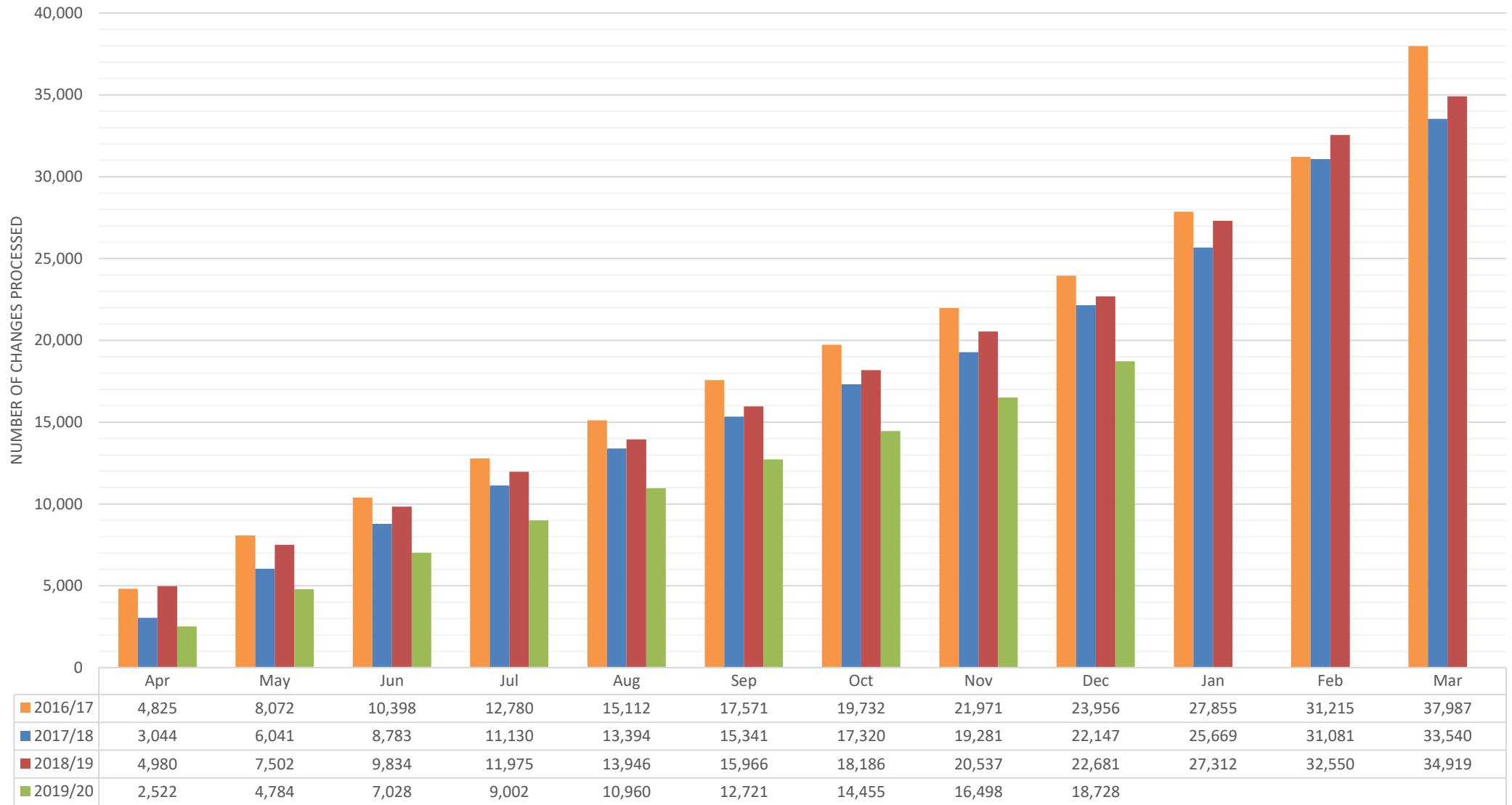


MONTH

MSDC New Claims processed - cumulative - up to end of December 2019

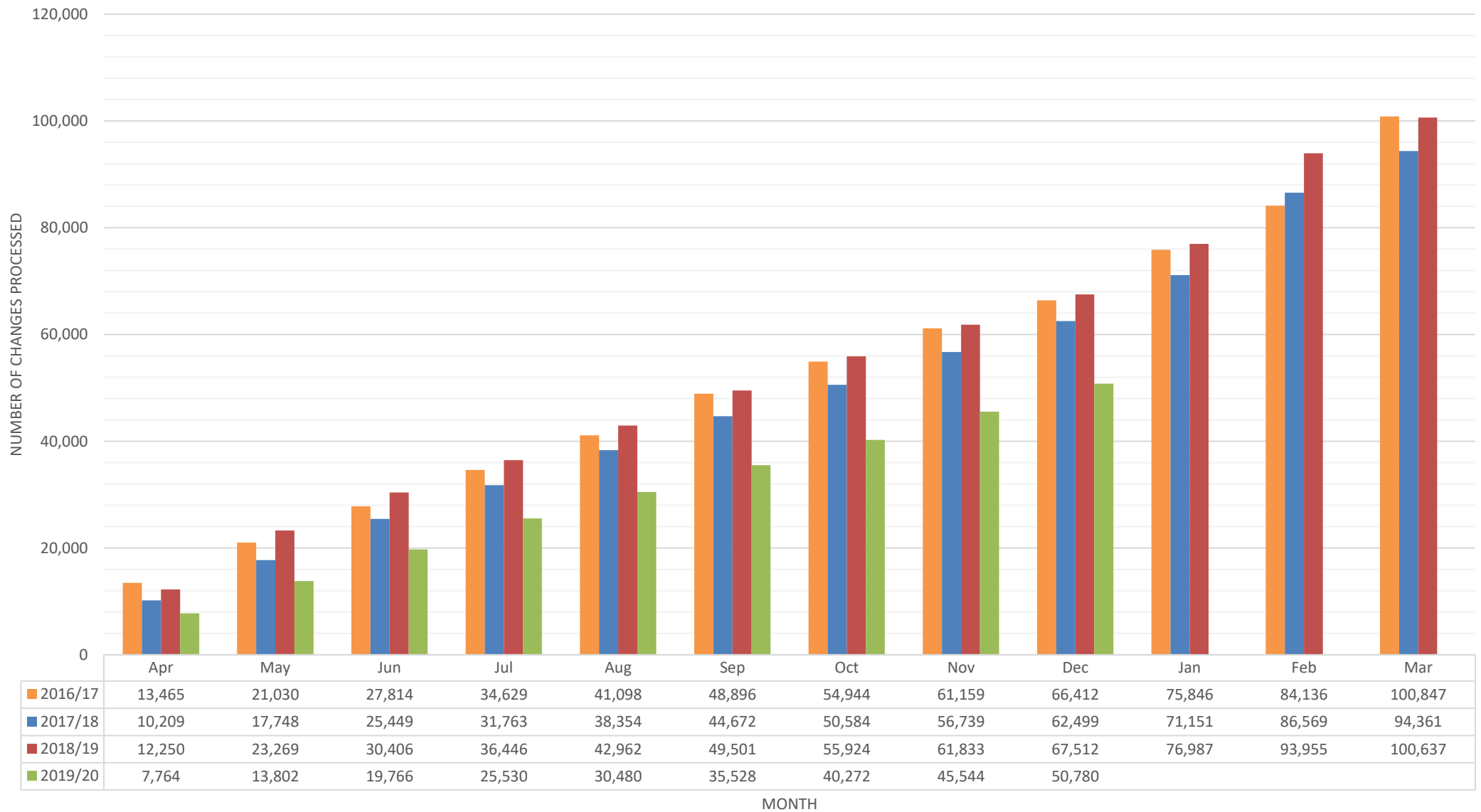


BDC changes processed - cumulative - up to end of December 2019

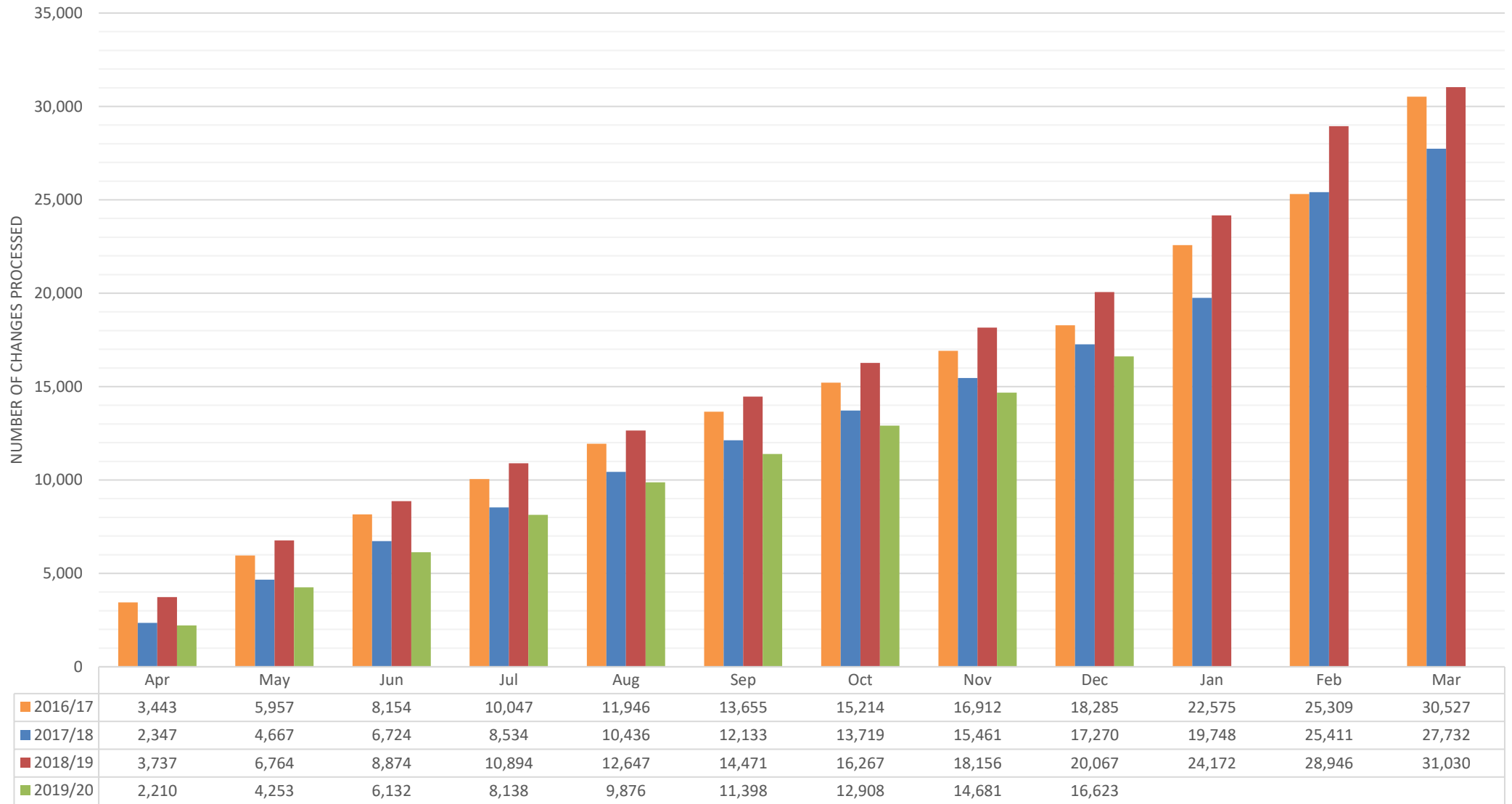


MONTH

IBC changes processed - cumulative - up to end of December 2019



MSDC changes processed - cumulative - up to end of December 2019



MONTH