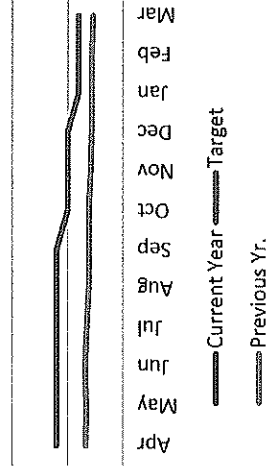


Local Council Tax Reduction

Days to process Local Council Tax Support				
	Apr-19	Q2	Q3	Q4
2019/20	14.60	0.00	0.00	0.00
Target	12.00	12.00	10.00	8.00
2018/19	6.63	6.12	5.65	5.41

Year End Target	8
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Local Council Tax Reduction



Description

This indicator measures the average number of days to process Council Tax reduction new claims and change of circumstances.

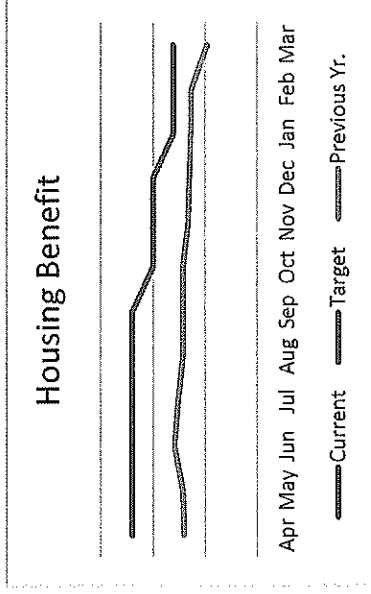
Narrative

Whilst this indicator has not been met for April, it should be noted we do not expect to achieve the target for quarter 1 due to the downtime associated with the merger of East Suffolk and West Suffolk systems. During the first three weeks of April we were not able to process East Suffolk cases, and although we are working to recover the position following the merged systems, inevitably this may cause delays. We are targeting cases to minimise customer impact and are expecting we will achieve the annual target at the end of the year.

Housing Benefit

Days to process Housing Benefit				
	Apr-19	Q2	Q3	Q4
2019/20	12.23	0.00	0.00	0.00
Target	12.00	12.00	12.00	8.00
2018/19	6.96	7.90	7.05	4.80

Year End Target	8	●
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Description

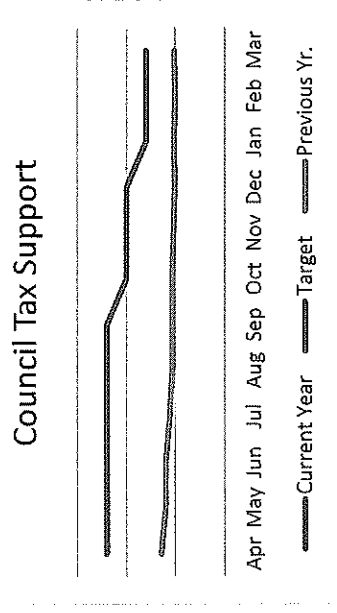
This indicator measures the average number of days to process Housing Benefit new claims and change of circumstances.

Narrative

Whilst this indicator has just been exceeded for April, it should be noted we do not expect to achieve the target for quarter 1 due to the downtime associated with the merger of East Suffolk and West Suffolk systems. During the first three weeks of April we were not able to process East Suffolk cases, and although we are working to recover the position following the merged systems, inevitably this may cause delays. We are targeting cases to minimise customer impact and are expecting we will achieve the annual target at the end of the year.

Days to process Local Council Tax Support				
	Apr-19	Q2	Q3	Q4
2019/20	11.68	0.00	0.00	0.00
Target	12.00	12.00	10.00	8.00
2018/19	6.43	5.29	5.05	5.11

Year End Target	8	●
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Description

This indicator measures the average number of days to process Council Tax reduction new claims and change of circumstances.

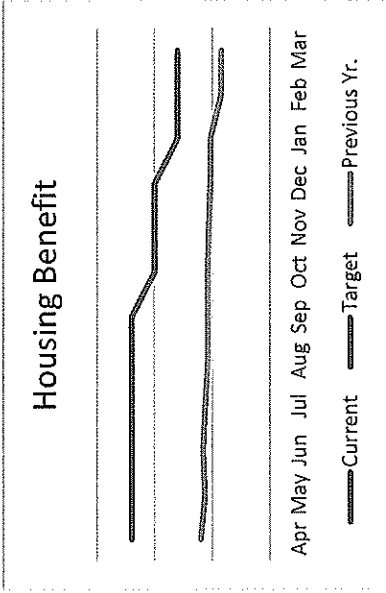
Narrative

Whilst this indicator has been met for April, it should be noted, due to the three week downtime in April associated with the merging of systems, the target may not be met for the first quarter of the year. We are working to recover the position following the merged systems, inevitably, this may cause delays, although we are targeting cases to minimise customer impact. We expect the annual target to be met at the end of the year.

Housing Benefit

Days to process Housing Benefit				
	Apr-19	Q2	Q3	Q4
2019/20	9.74	0.00	0.00	0.00
Target	12.00	12.00	10.00	8.00
2018/19	5.98	5.36	5.14	5.14

Year End Target	8
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Description
This indicator measures the average number of days to process Housing Benefit new claims and change of circumstances.

Narrative
Whilst this indicator has been met for April, it should be noted, due to the three week downtime in April associated with the merging of systems, the target may not be met for the first quarter of the year. We are working to recover the position following the merged systems, inevitably, this may cause delays, although we are targeting cases to minimise customer impact. We expect the annual target to be met at the end of the year.