

Housing Benefits Service – Performance Management – Statutory Performance Indicators

Indicator	2001/02	2002/03 Target	Q1	Q2	Q3	2002/03 Year End
BVPI 78a – average number of days to process a new claim	79	65	74	78	79	79*
BVPI 78b – average number of days to process a change of circumstances claim	27	18	23	18	20	21*
BVPI 78c - % of renewal claims processed on time	65%	75%	62	61	53	54*
BVPI 79a – accuracy	89.5%	92%	88.8	93.6	96.8	93.8%
% claims cleared within 14 days of receiving all the information	New indicator	90% during March 2003	N/A	54%	70%	68%

- * These indicators are being perversely affected due to the fact that the clearance of backlog is settling a large number of claims that have been outstanding for a significant period. Now that the backlog is almost cleared these indicators will start to show significant improvement.