

SCHEDULE 6

Article 4

HOUSING BENEFIT AND COUNCIL TAX BENEFIT PERFORMANCE INDICATORS

Indicator Number	Description of indicator
1	Security: whether the authority has a written and pro-active strategy for combating fraud and error which embraces specified initiatives including those sponsored by the Department for Work and Pensions, which is communicated regularly to all staff.
2	The speed of processing; the average time for processing new claims.
3	The speed of processing; the average time for processing notifications of changes of circumstances.
4	The speed of processing; the percentage of renewal claims processed on time.
5	The accuracy of processing; the percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination.
6	The accuracy of processing; the percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.