

## AVERAGE TIME IN DAYS TO PROCESS NEW BENEFIT CLAIMS

	2011/12				2012/13			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Amber Valley	15	14	15	15	18			
Chorley	17	17	17	17	21			
Daventry	21	20	18	24	25			
East Northamptonshire	24	22	21	26	26			
High Peak	13	13	10	12	17			
Hinckley and Bosworth	13	12	14	19	21			
Kettering	20	15	15	16	23			
Lichfield	32	27	22	23	23			
Melton	18	16	19	19	18			
Newark and Sherwood	39	32	27	25	31			
North Warwickshire	20	20	18	19	22			
Selby	20	28	33	29	35			
<b>South Derbyshire</b>	<b>12</b>	<b>16</b>	<b>16</b>	<b>18</b>	<b>16</b>			
South Ribble	25	25	20	25	29			
South Staffordshire	16	16	15	16	18			
Staffordshire Moorlands	22	22	20	19	23			

Average

<b>20</b>	<b>20</b>	<b>19</b>	<b>20</b>	<b>23</b>			
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## AVERAGE TIME IN DAYS TO PROCESS CHANGE OF CIRCUMSTANCES

	2011/12				2012/13			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Amber Valley	6	5	6	4	7			
Chorley	9	7	9	6				
Daventry	4	3	3	3	7			
East Northamptonshire	10	7	6	7	8			
High Peak	6	6	4	3	7			
Hinckley and Bosworth	9	8	14	7	7			
Kettering	12	7	8	4	8			
Lichfield	14	10		5	7			
Melton		15	21	8	18			
Newark and Sherwood	11	9	7	3				
North Warwickshire	10	9	8	5	9			
Selby	7	7	10	4	9			
<b>South Derbyshire</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>8</b>			
South Ribble	12	11	9	9	16			
South Staffordshire	8	7	7	3	5			
Staffordshire Moorlands	11	10	8	5	12			

Average

<b>9</b>	<b>8</b>	<b>9</b>	<b>5</b>	<b>9</b>			
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**COUNCIL TAX COLLECTION RATES (IN YEAR)**

	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Amber Valley	99.1%	98.9%	98.8%	98.8%
Chorley	98.4%	98.4%	98.3%	98.3%
Daventry	98.7%	98.0%	98.1%	98.1%
East Northamptonshire	98.3%	98.0%	98.0%	98.1%
High Peak	97.5%	97.8%	98.2%	98.4%
Hinckley and Bosworth	98.5%	98.5%	98.5%	98.6%
Kettering	97.8%	98.2%	98.0%	98.0%
Lichfield	98.6%	98.8%	98.7%	99.1%
Melton	98.1%	97.9%	97.8%	98.1%
Newark and Sherwood	97.9%	97.6%	97.8%	98.0%
North Warwickshire	98.5%	98.5%	98.4%	98.3%
Selby	98.0%	98.1%	98.0%	98.3%
<b>South Derbyshire</b>	<b>96.6%</b>	<b>97.3%</b>	<b>97.5%</b>	<b>97.9%</b>
South Ribble	97.8%	97.7%	97.6%	97.6%
South Staffordshire	98.2%	98.5%	97.9%	97.7%
Staffordshire Moorlands	99.1%	99.2%	98.8%	98.9%

<b>Average</b>	<b>98.2%</b>	<b>98.2%</b>	<b>98.2%</b>	<b>98.3%</b>
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**NNDR COLLECTION RATES (IN YEAR)**

	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Amber Valley	99.1%	98.9%	98.9%	99.1%
Chorley	97.1%	97.4%	97.7%	97.2%
Daventry	99.5%	99.5%	99.4%	98.8%
East Northamptonshire	97.9%	98.1%	98.5%	95.4%
High Peak	97.5%	97.8%	98.8%	97.9%
Hinckley and Bosworth	98.5%	98.7%	98.5%	98.3%
Kettering	98.9%	99.0%	99.1%	98.5%
Lichfield	98.6%	98.8%	98.0%	97.0%
Melton	96.4%	96.1%	98.8%	98.3%
Newark and Sherwood	98.4%	97.9%	98.1%	98.0%
North Warwickshire	99.5%	99.4%	99.4%	99.3%
Selby	98.3%	96.9%	98.8%	98.9%
<b>South Derbyshire</b>	<b>96.6%</b>	<b>97.3%</b>	<b>97.4%</b>	<b>97.0%</b>
South Ribble	98.4%	97.8%	98.0%	97.2%
South Staffordshire	97.1%	96.9%	97.3%	97.1%
Staffordshire Moorlands	99.0%	99.2%	99.0%	98.4%

<b>Average</b>	<b>98.2%</b>	<b>98.1%</b>	<b>98.5%</b>	<b>97.9%</b>
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