

Description	Ref	2004/05 Actual	04/05 C/parison data	Target 2005/06	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2005/06 Actual	Assessment	Comments	BVPI Quartile
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Benefits												
Average number of days to process new benefit claims	BV78a (P)	15.3	T 29.38 M 35.35 B 44.55	30	22	24	26	26	24.5	Green		1
Average number of days to process changes in circumstances	BV78b	3.5	T 7.4 M 9.9 B 14.9	10	5	7	5	5	5.4	Green		1
Accuracy in processing benefits	BV79a	97.40%	T 99.0% M 97.95% B 96.20%	96%	96.80%	97.60%	97.60%	97.60%	97.40%	Green		3
Amount of H B overpayments recovered during period	BV79b (i)	No data	T 49.93% M 41.40% B 33.13%	No data						Red	Software developed for 2006/07	
Total amount of HB overpayments recovered during period	BV79b(ii)	No data	T 49.93% M 41.40% B 33.13%	No data						Red	Software developed for 2006/07	
HB overpayments written off during the period	BV79b (iii)	No data	T 49.93% M 41.40% B 33.13%	No data						Red	Software developed for 2006/07	
Fraud Investigation												
Number visited/1000 cases	BV76a	72.90	T 282.26 M 217.12 B 155.86	75	48.9	48.2	52.5	46.3	188.5	Green		3
Number of investigators/1000 cases	BV76b	0.53	N/A	0.60	0.6	0.6	0.6	0.6	0.6	Green		
Number of H Ben and C Tax Ben investigations/1000 cases	BV76c	48.60	T 53.4 M 36.59 B 24.01	50	7.2	7.6	9.9	13.6	33.3	Red	Nature of investigations governs number undertaken. 33.3 per 1000 investigations during year	3
Number of Prosecutions/1000 cases	BV76d	3.50	T 5.31 M 3.53 B 2.06	3	1.3	0.2	1.4	1	3.7	Green		2
Revenue/Benefits												

Description	Ref	2004/05 Actual	04/05 C/parison data	Target 2005/06	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2005/06 Actual	Assessment	Comments	BVPI Quartile
The % of Council Tax collected	BV9(P)	97.97%	T 98.30% M 97.60% B 96.36%	97.00%	31.85%	60.25%	87.98%	98.82%	98.82%	Green		1
The % of NNDR collected	BV10(P)	98.13%	T 99.14% M 98.60% B 98.00%	97.00%	30.63%	63.81%	89.76%	99.46%	99.46%	Green		1
Sickness Absence	SP	8.52	T 8.48 M 9.59 B 11.10	8.00	0.47 days	0.96 days	1.68 days	3.68 days	3.68 days	Green		
Implement new Revenues and Benefits System	SP		N/A	Jun-06						Orange	Key Milestones achieved. Project under review.	
Verification Framework Implemented	SP	N/A	N/A	Jul-05		Hit Target				Green		