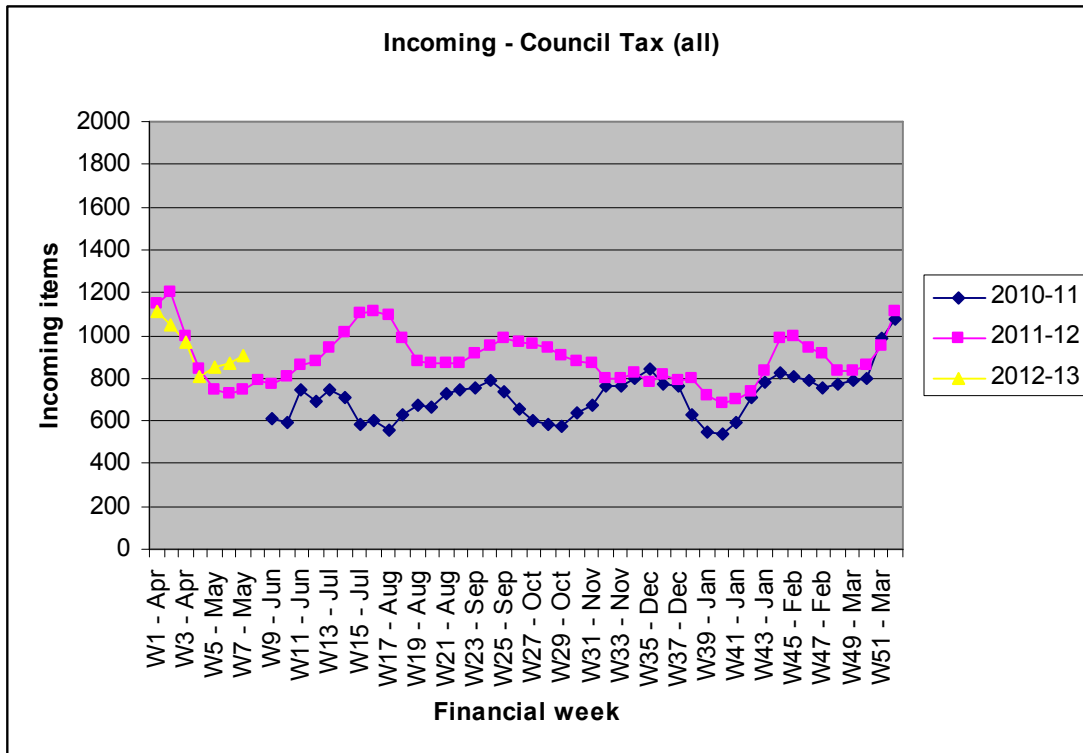
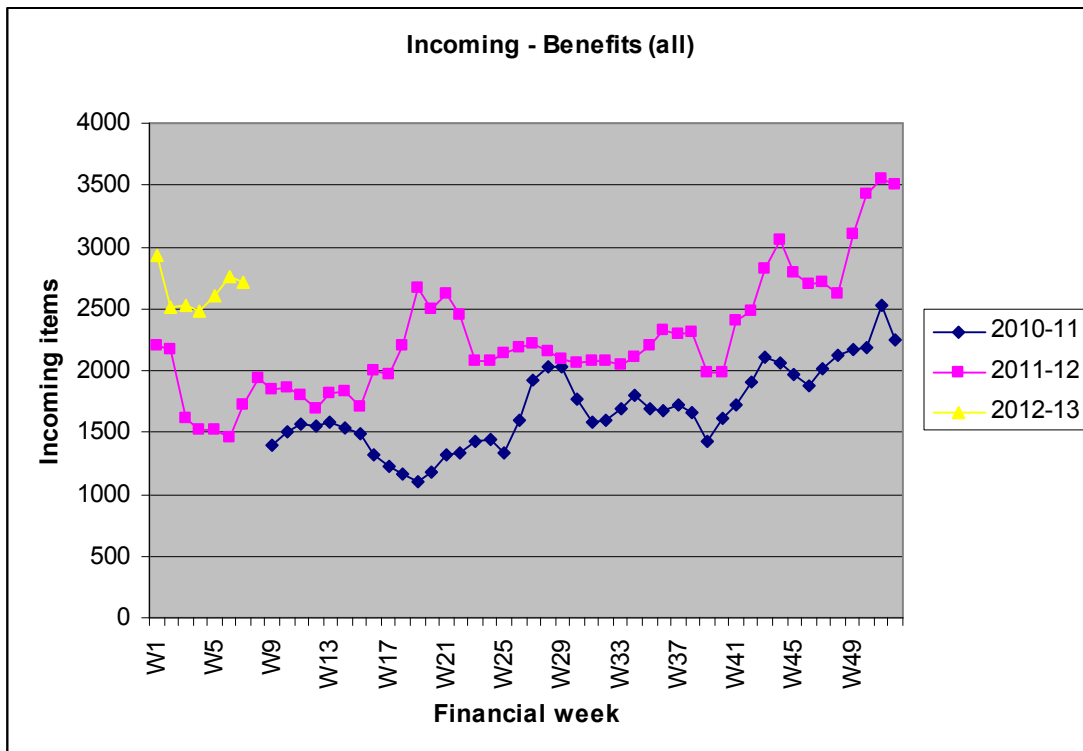


Appendix A Incoming Work (Council Tax and Benefits items of correspondence)

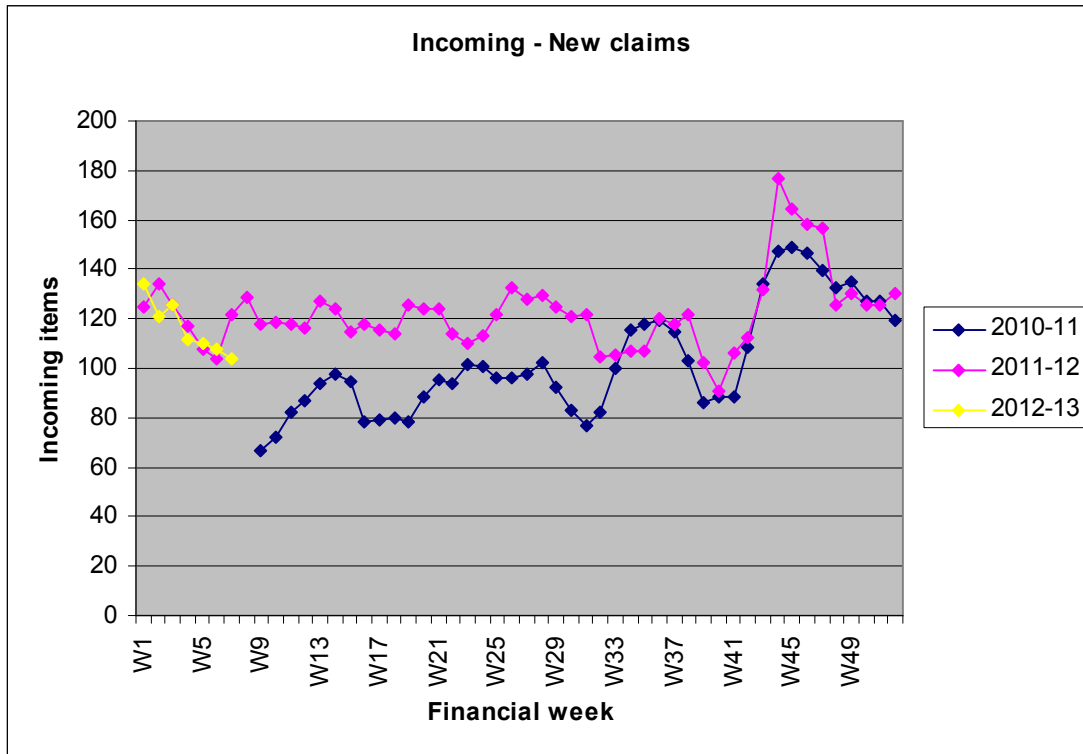
Council Tax



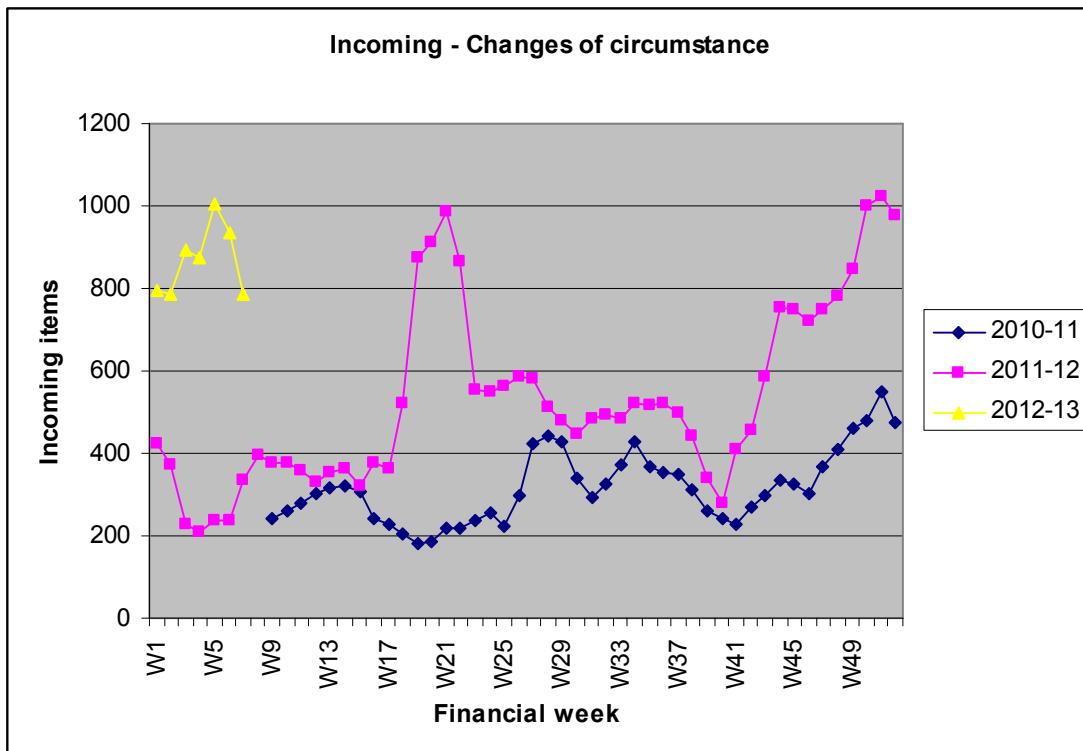
Benefits



Benefits – New claims

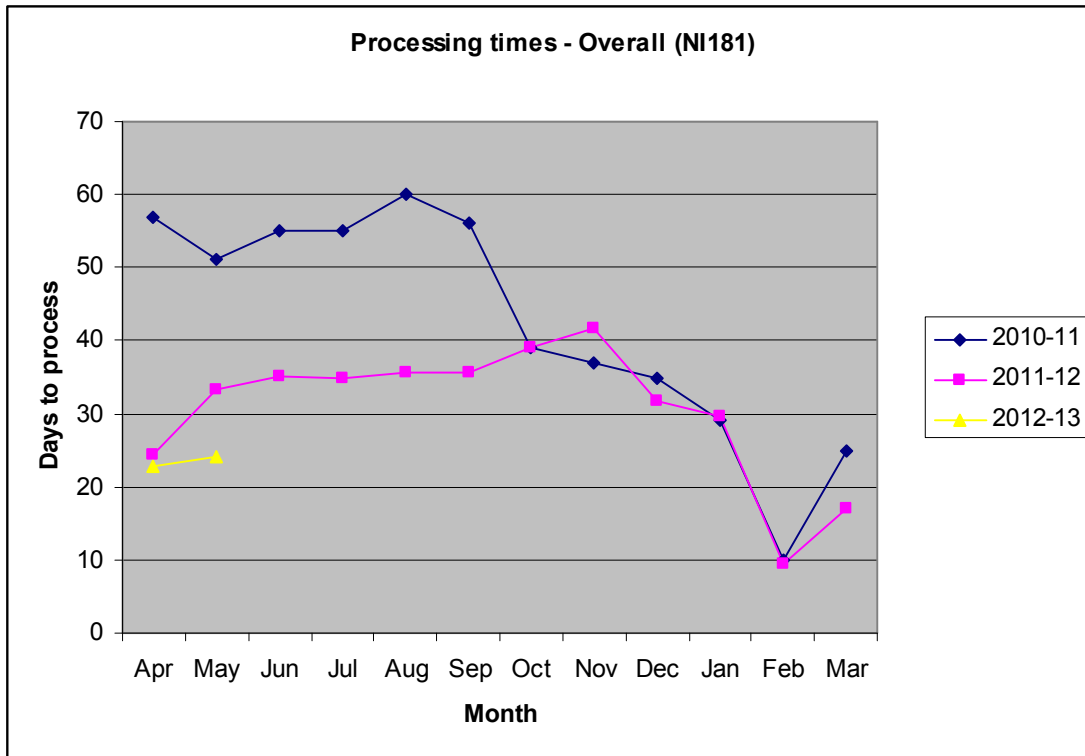


Benefits – Changes of circumstance

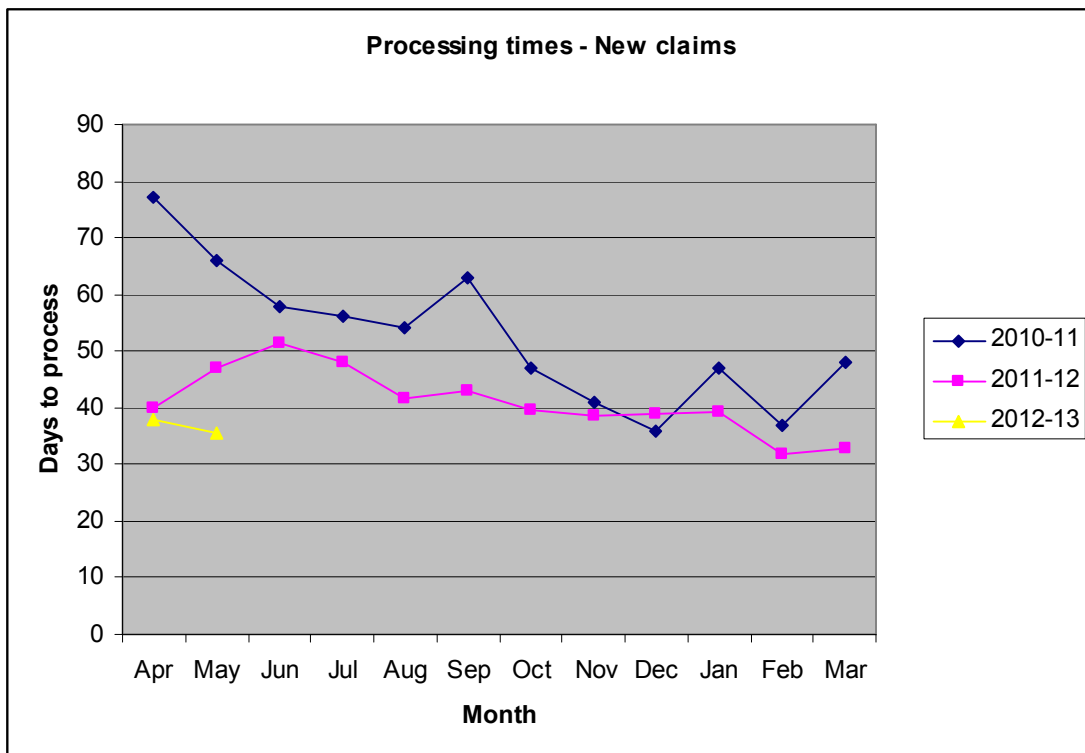


Appendix B
Benefit processing times

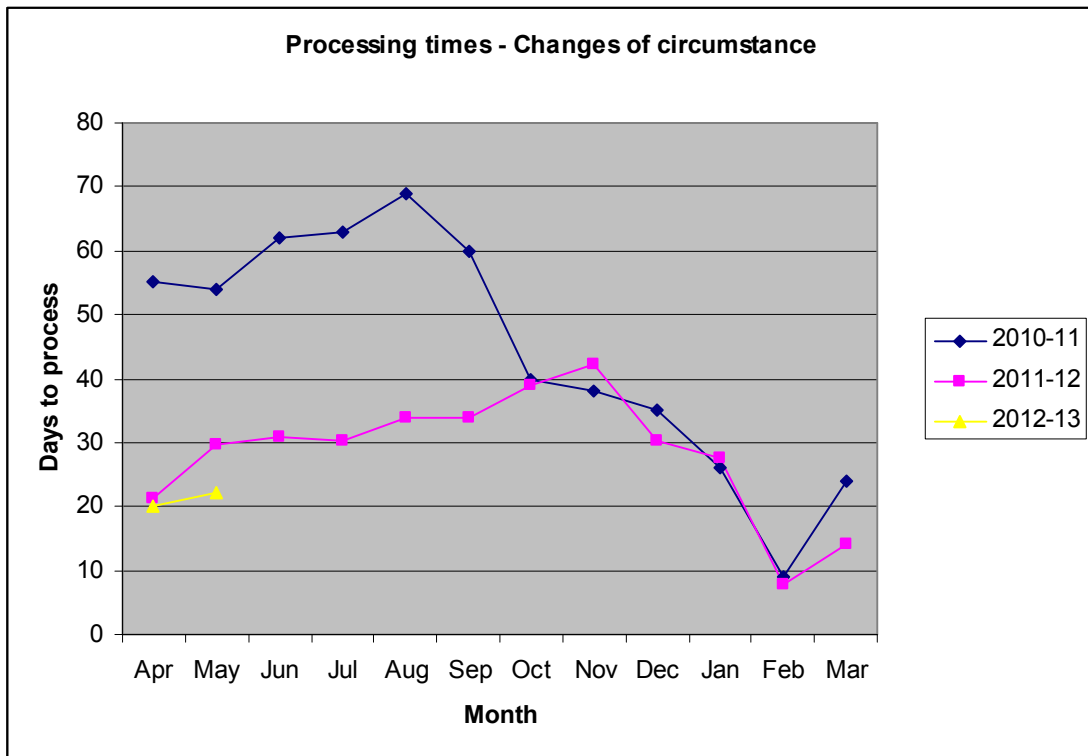
Overall Speed of Processing (NI181)



Speed of Processing – New claims

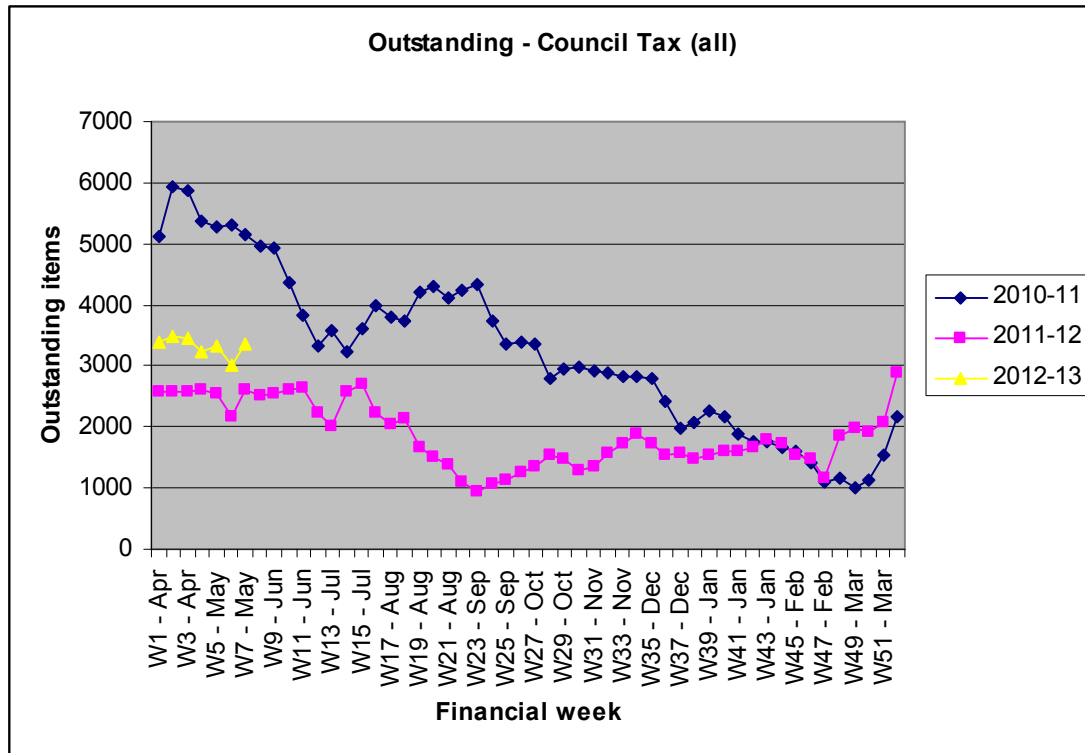


Speed of Processing – Changes of circumstance

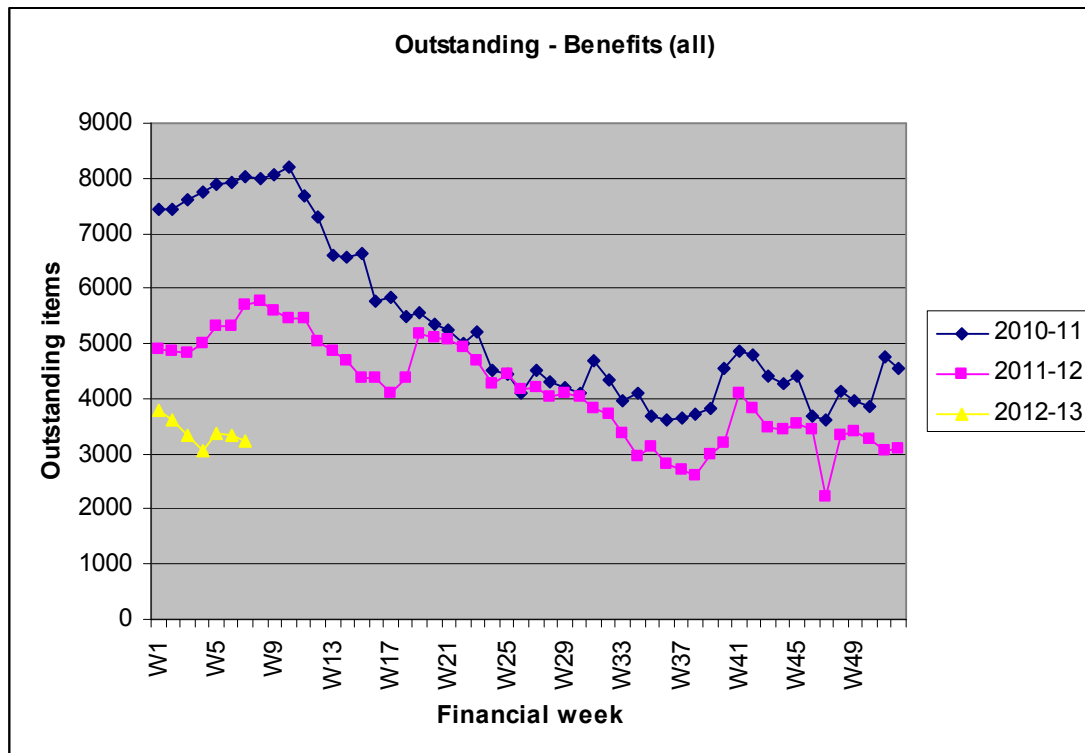


Appendix C Outstanding Work (Council Tax and Benefits items of correspondence)

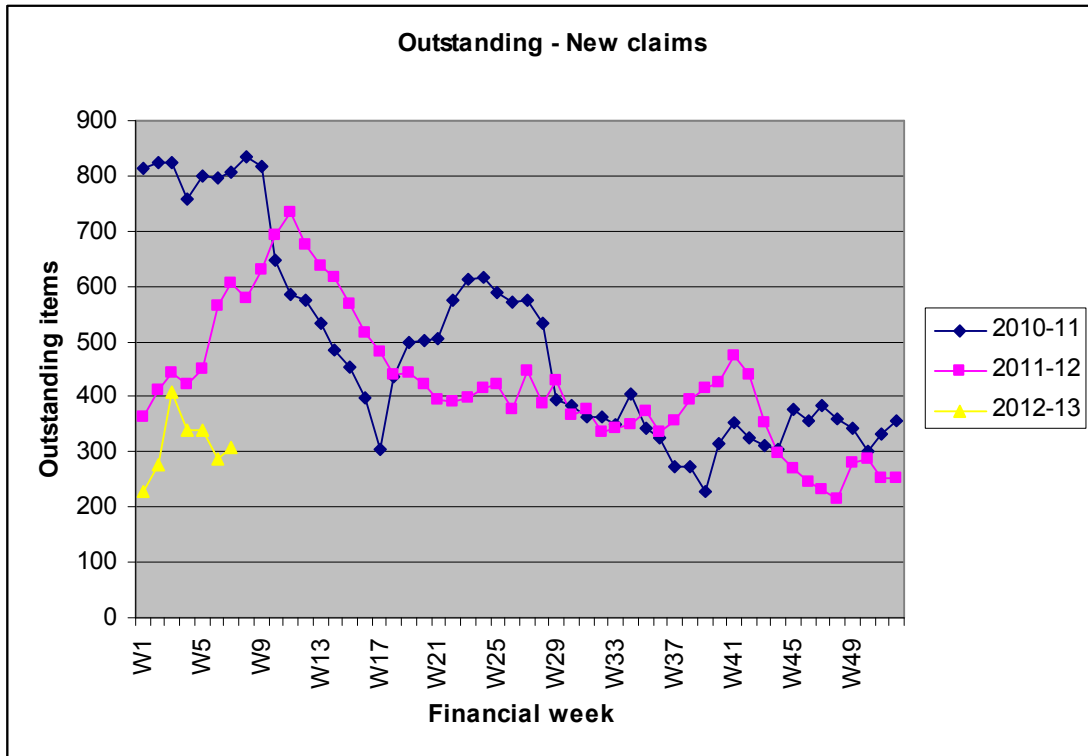
Council Tax



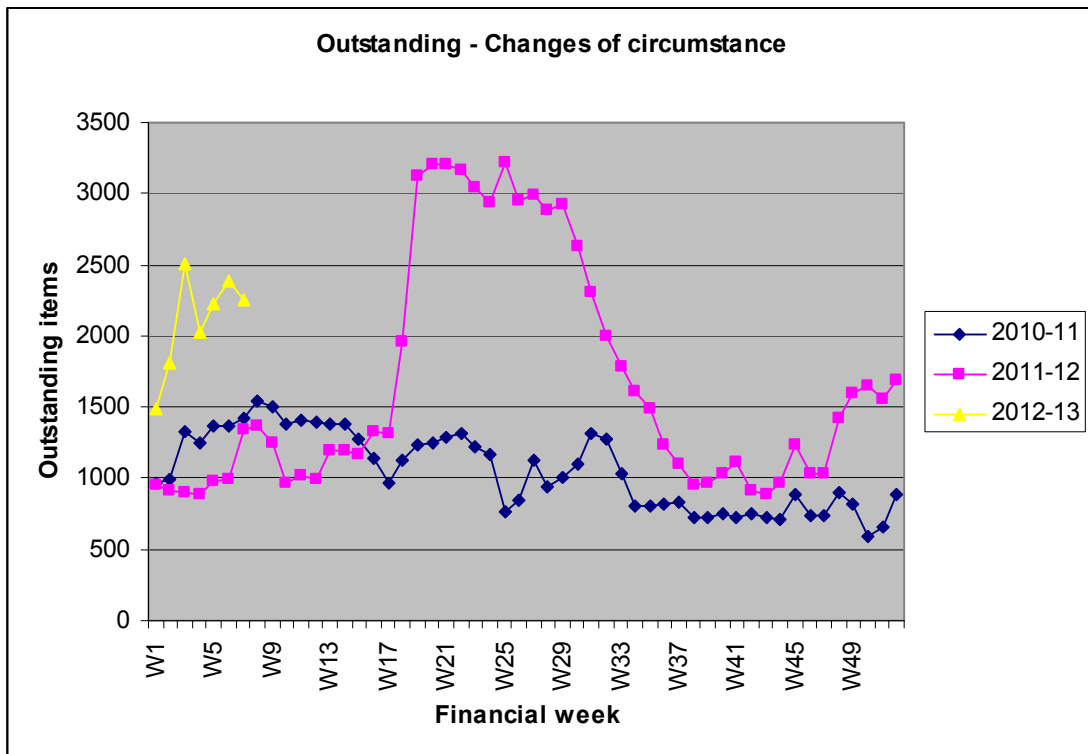
Benefits



Benefits – New claims



Benefits – Changes of circumstance



Appendix D Staffing levels for Council Tax and Benefit Processing Officers

Processing resource

