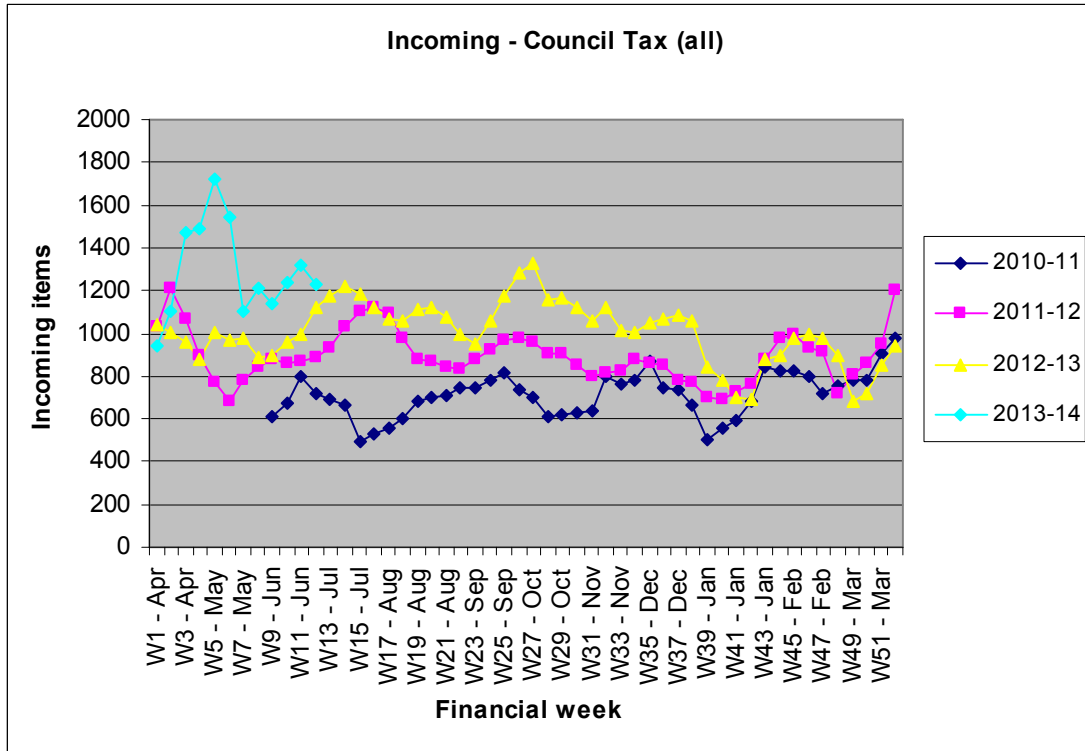


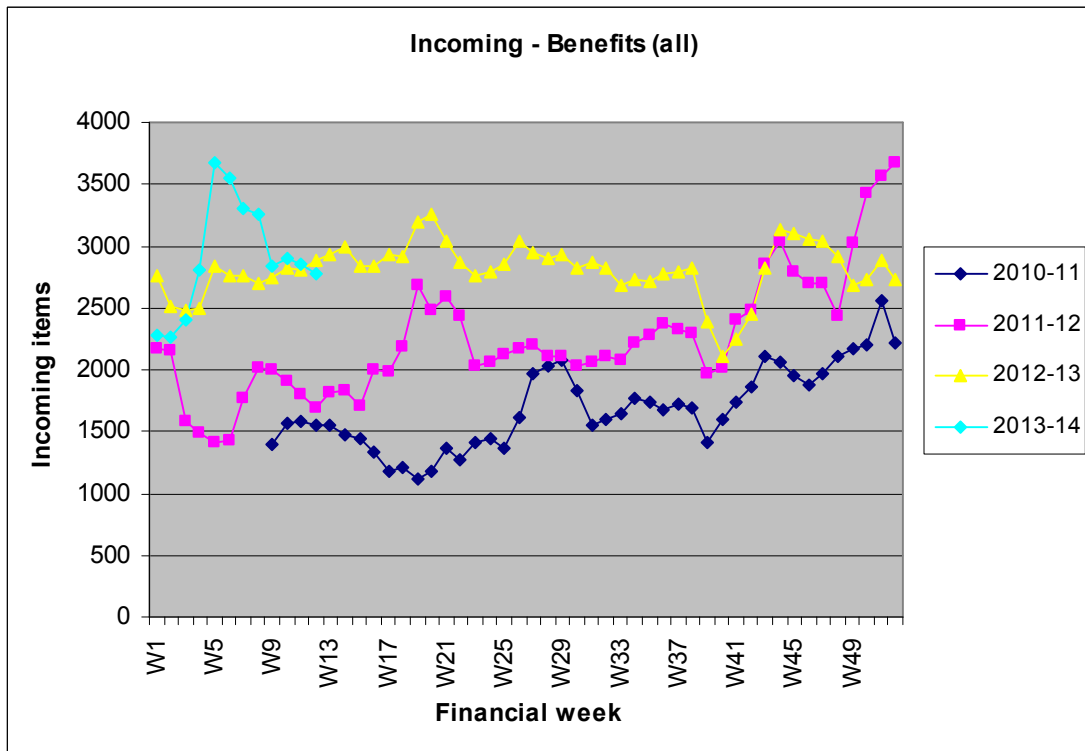
Appendix A

Incoming Work (Council Tax and Benefits items of correspondence)

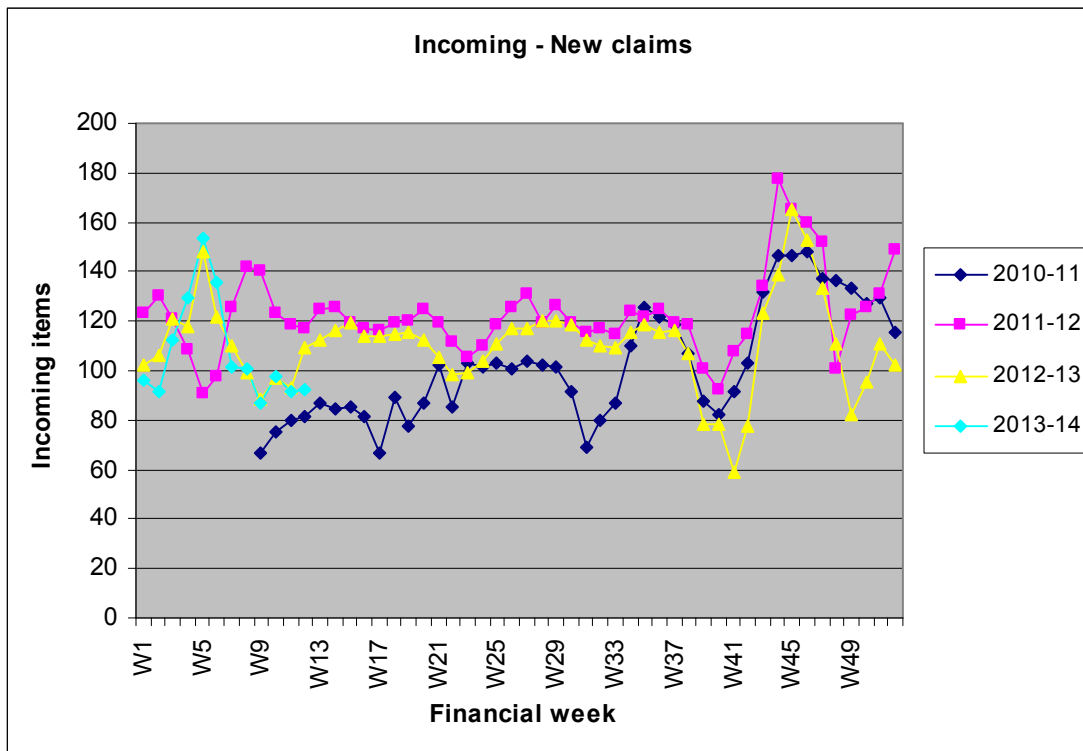
Council Tax



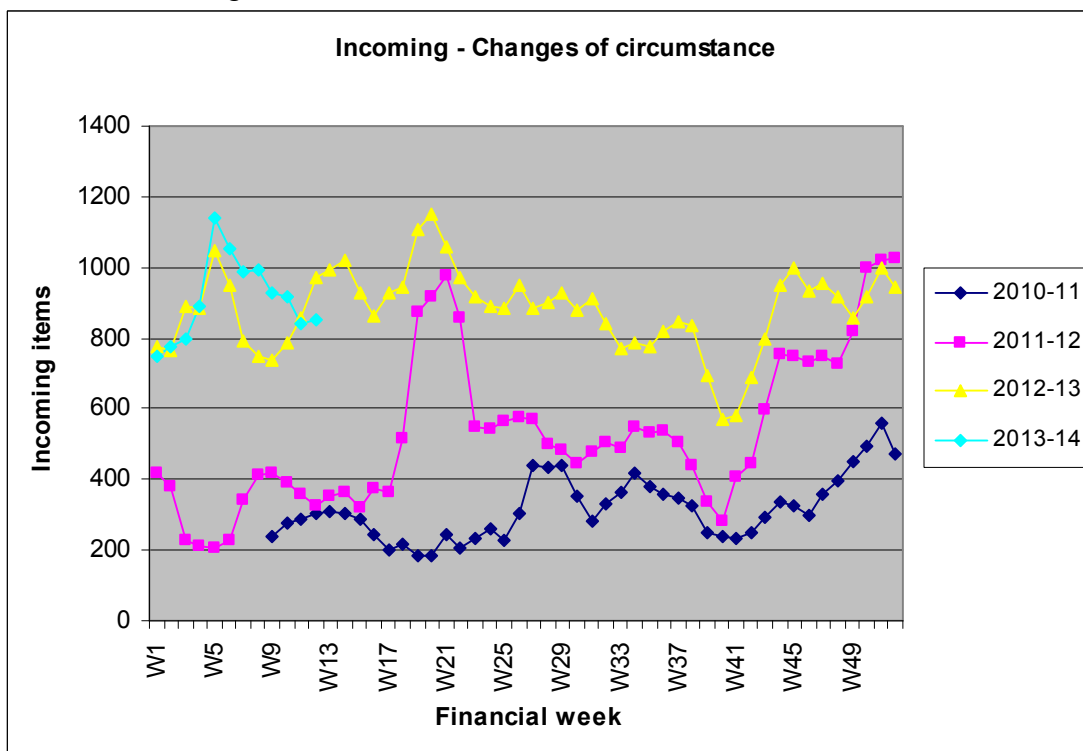
Benefits



Benefits – New claims



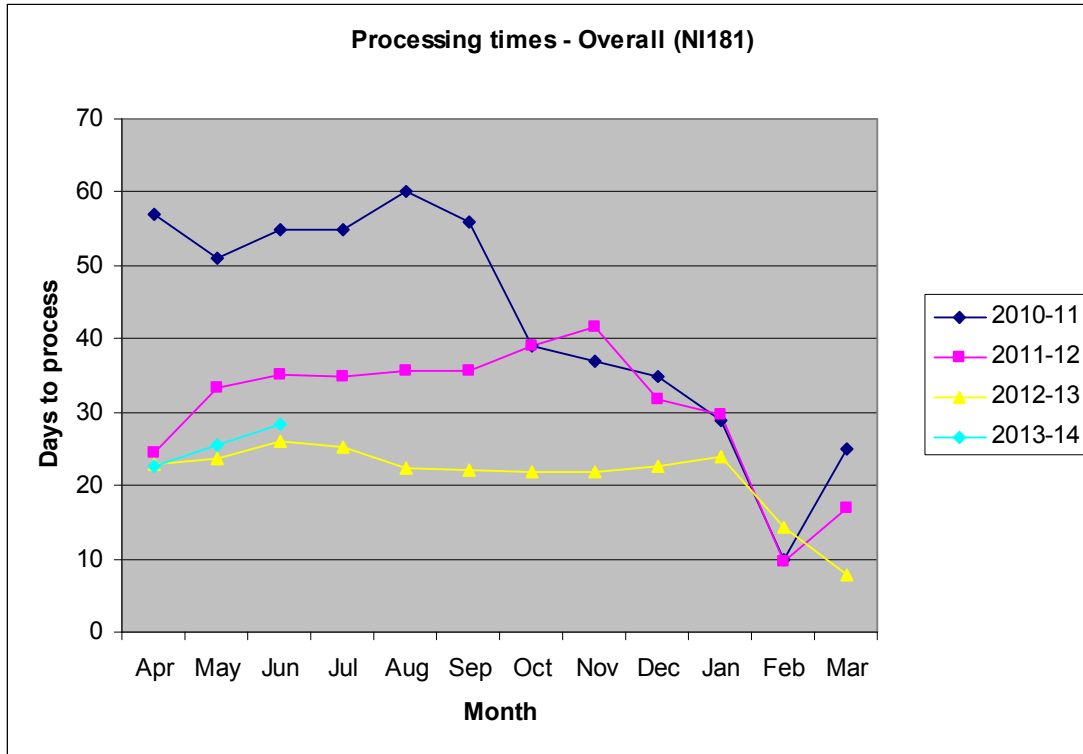
Benefits – Changes of circumstance



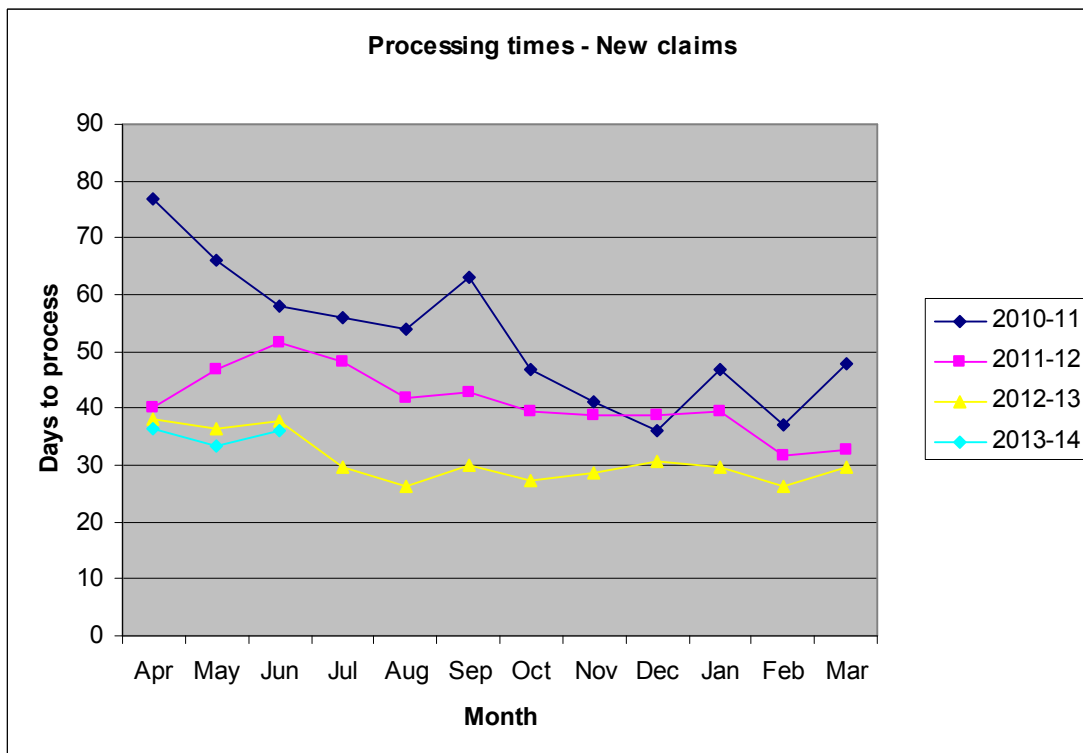
Appendix B

Benefit processing times

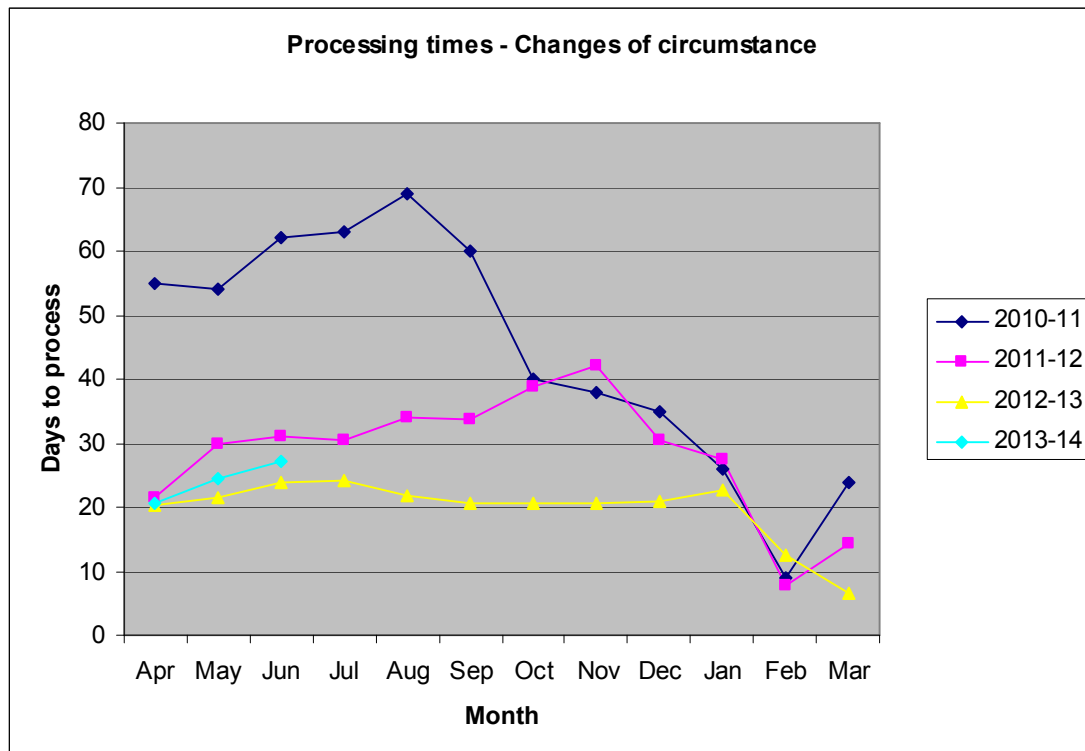
Overall Speed of Processing (NI181)



Speed of Processing – New claims



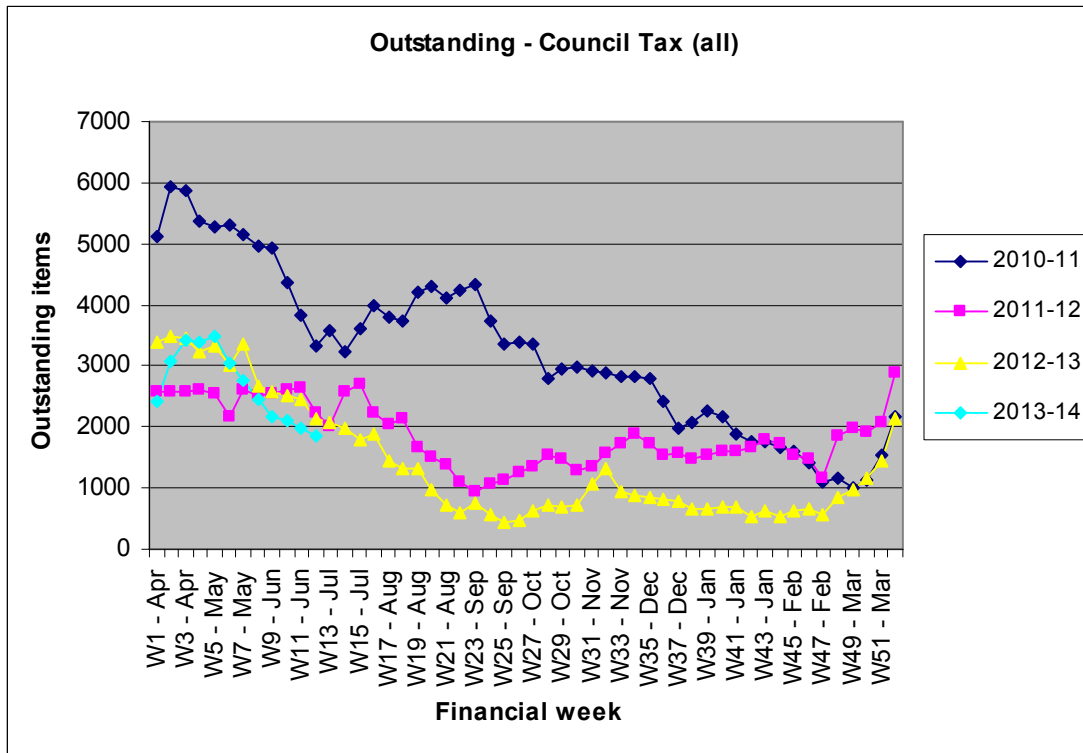
Speed of Processing – Changes of circumstance



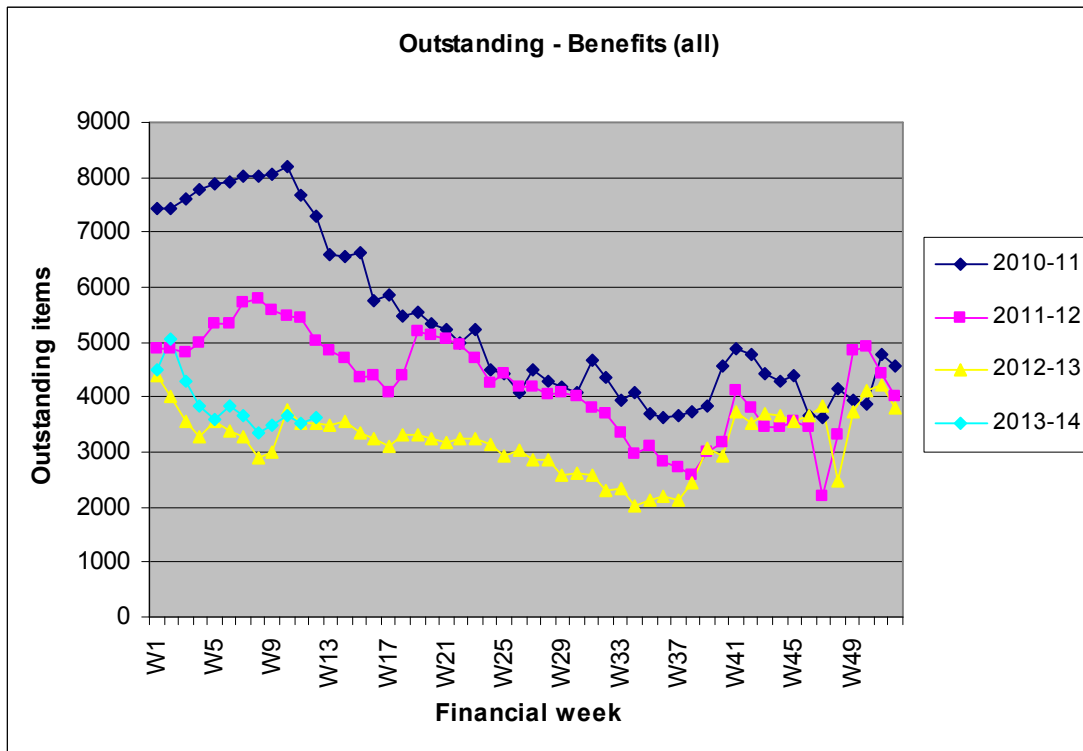
Appendix C

Outstanding Work (Council Tax and Benefits items of correspondence)

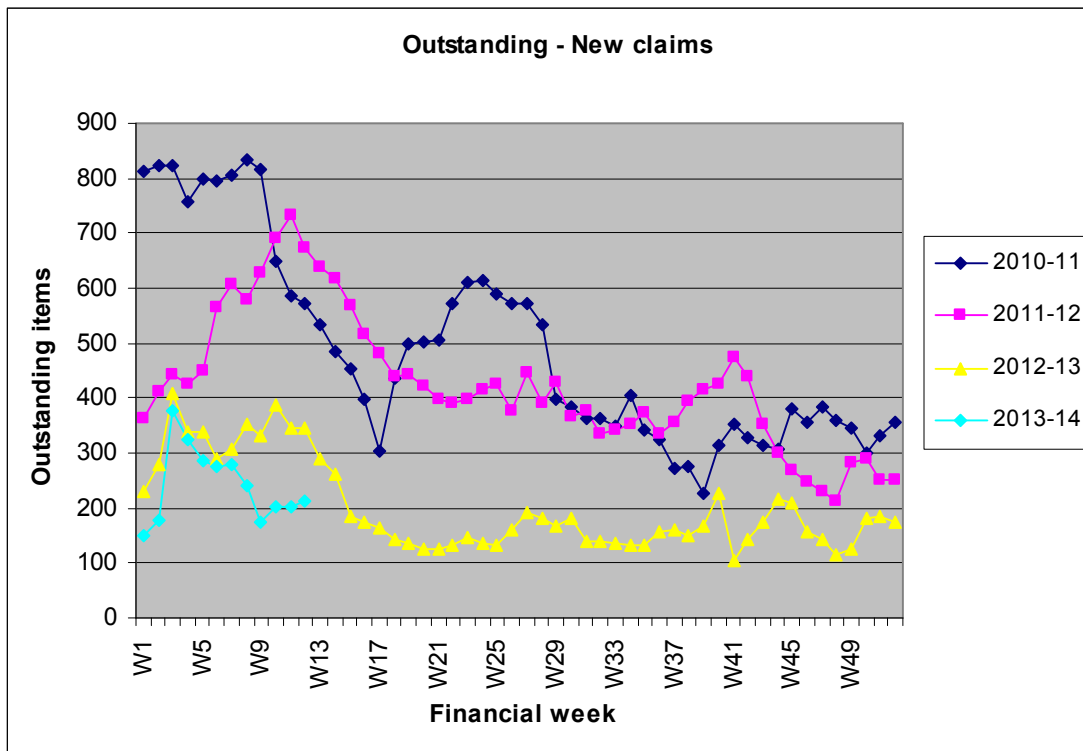
Council Tax



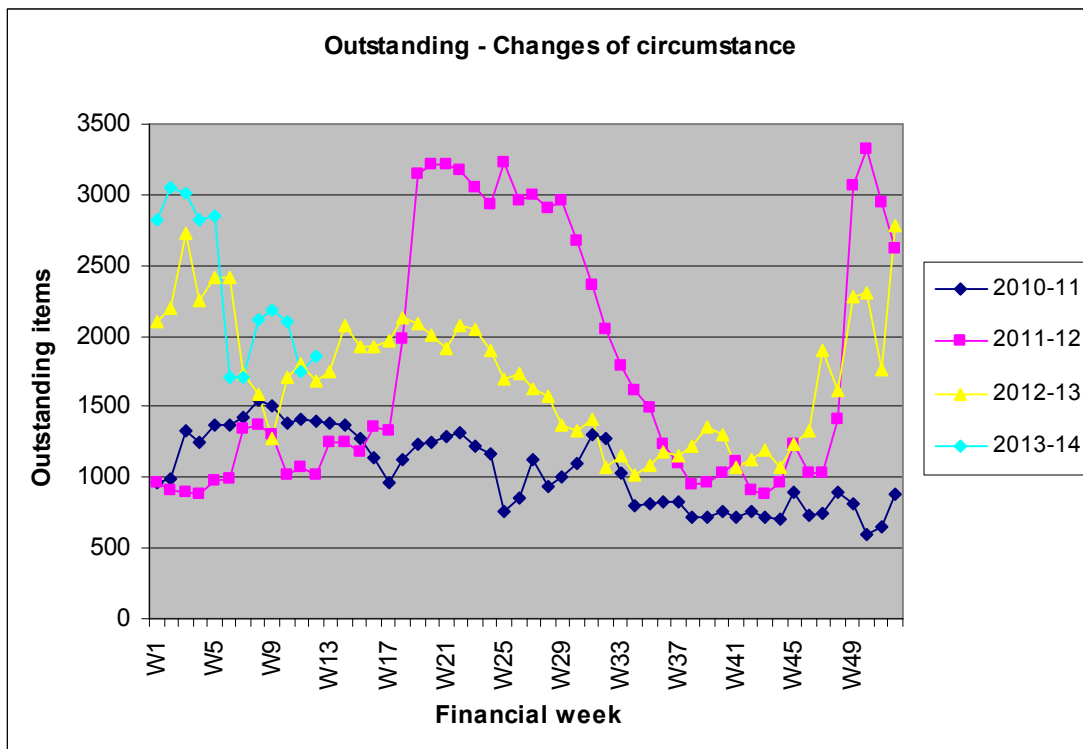
Benefits



Benefits – New claims



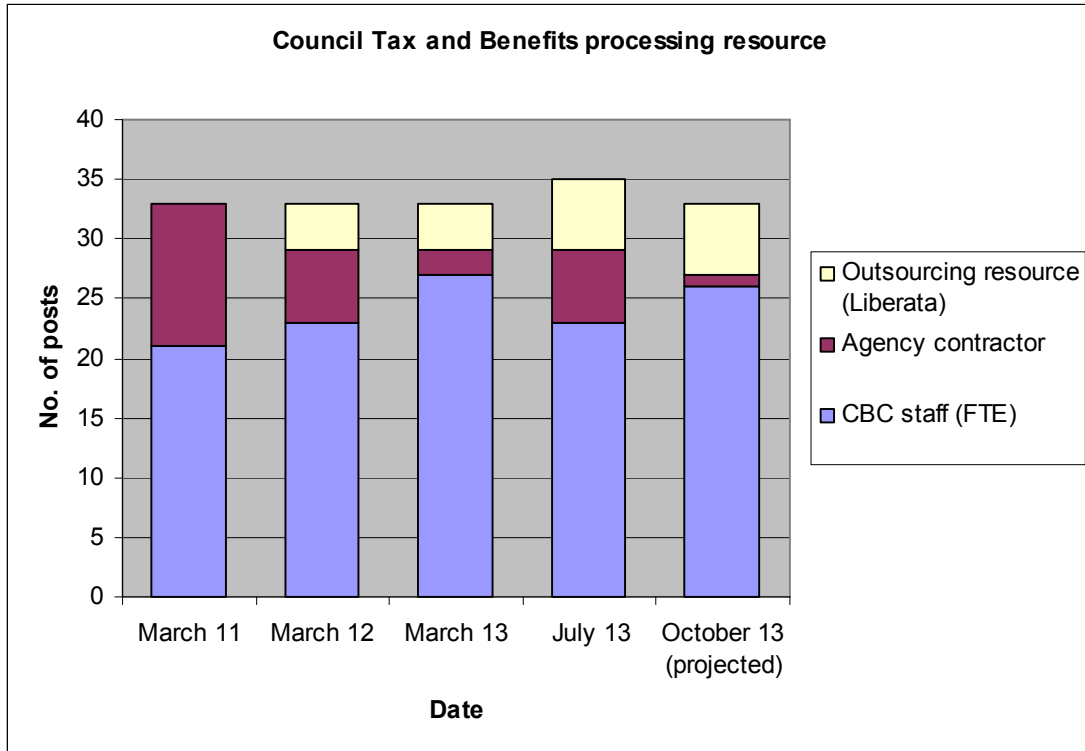
Benefits – Changes of circumstance



Appendix D

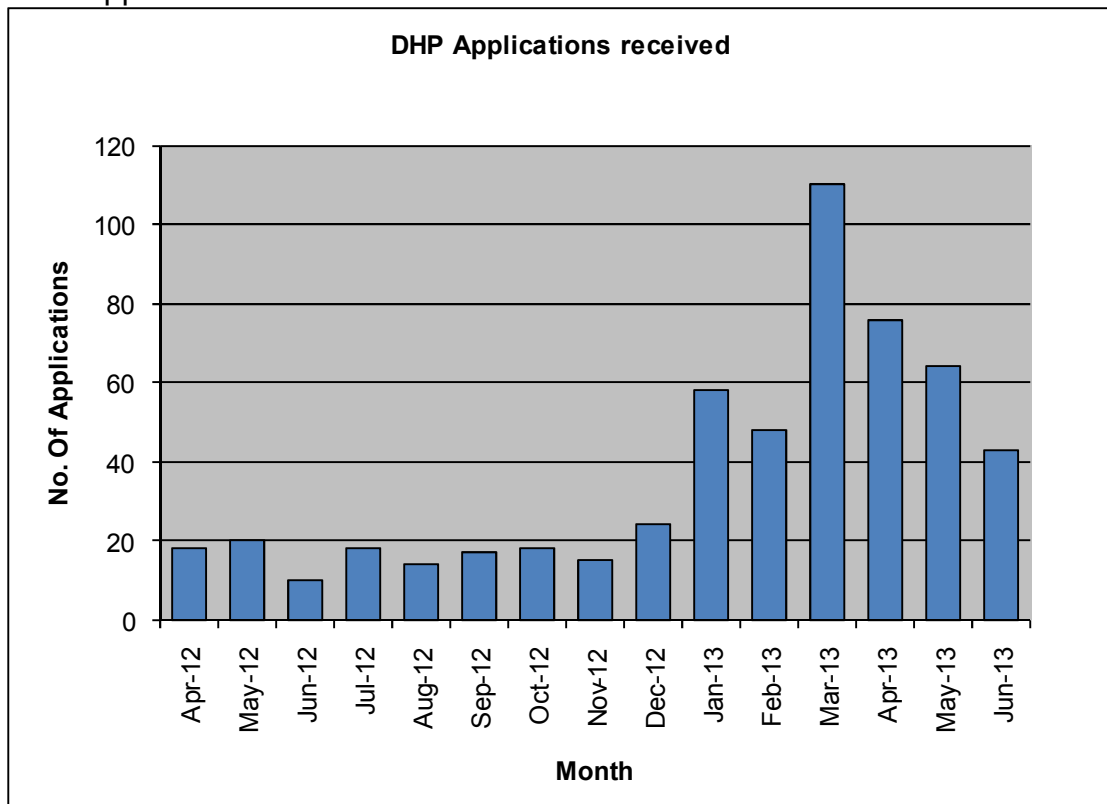
Staffing levels for Council Tax and Benefit Processing Officers

Processing resource

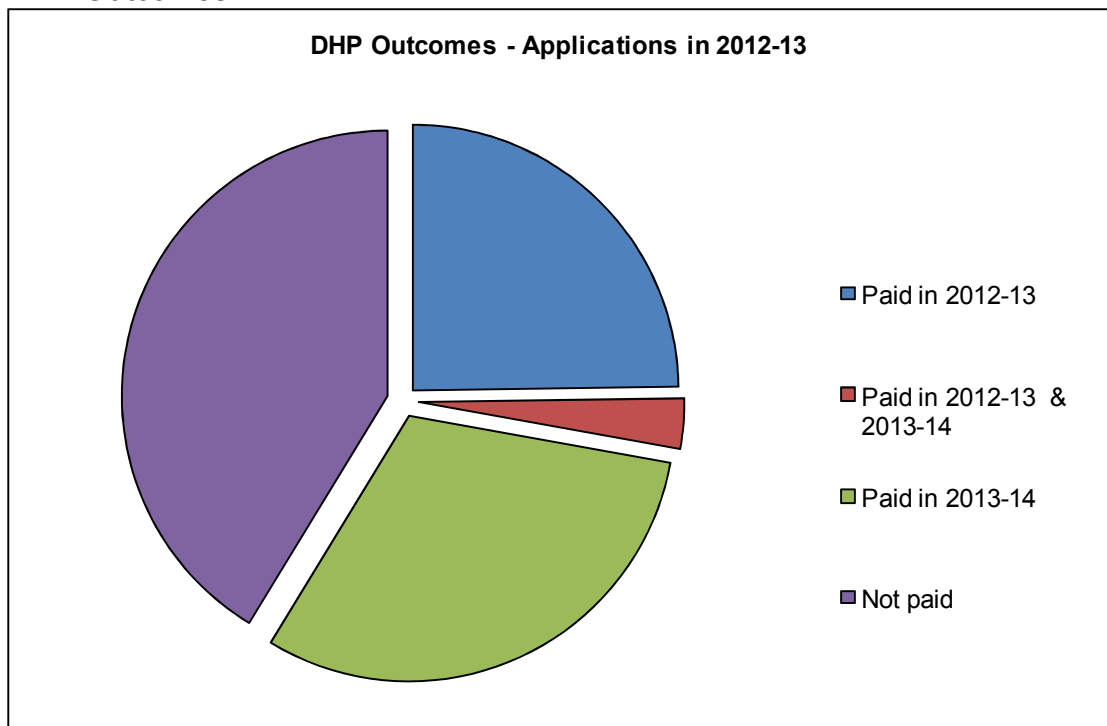


Appendix E Discretionary Housing Payment Applications and Outcomes

DHP Applications received



DHP Outcomes



Reasons for DHP Award

