

ANNEXE 2

PERFORMANCE MANAGEMENT REPORT, QUARTER 1 (APRIL-JUNE) 2008/09

All three Overview and Scrutiny Committees have considered the indicators performance report and their observations are set out below.

Corporate Overview and Scrutiny Committee

1. *NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims & changes* – The Committee was concerned that in the current economic environment the workload in this area might increase, and priority should be given to keeping on top of claims processing. Officers advised that this was already happening, and processing time in July and August had fallen to 16 and 17 days, respectively. The Committee also noted that there continued to be problems with the Department of Work & Pensions' data validation IT systems.
2. *NI180 The number of changes of circumstances which affect customers' Housing Benefit/Council Tax Benefit entitlement within the year* – The Committee felt that this was a strange – and possibly meaningless – indicator of the Council's performance. However, it was noted that as a NI it was one the Council had to collect.
3. *L11c Percentage of complaints responded to within WBC target times* – Officers reported that this indicator had improved in July to 75%, and that the Chief Executive was maintaining pressure to improve performance further. The Committee looked forward to the new data collection system being able to provide useful information.

Community Overview and Scrutiny Committee

4. The Committee had no particular observations to make on the performance management indicators.

Environment and Leisure Overview and Scrutiny Committee

5. The Committee had no particular observations to make on the performance management indicators.