

## Corporate Overview & Scrutiny – Quarter 2 Performance Report

### Further detail on NI181 – processing of Benefits Claims

The NI181 figure for September 2009 was 20 days. This is an average of time taken to process new claims and change of circumstances. The time starts from the date Waverley receives an application form or change of circumstances, even if further information is required, to the time it is assessed.

The 20 days average for September can be broken down as follows:

#### **New Claims**

331 new claims processed

103 or 31% in 1-5 days  
 66 or 19.9% in 6-14 days  
 39 or 11.7% in 15-21 days  
 28 or 8.5% in 22-28 days  
 95 or 28% in over 28 days

#### **Change of Circumstances**

1305 changes

572 or 44% in 1-5 days  
 226 or 17% in 6-14 days  
 83 or 6% in 15-21 days  
 118 or 9% in 22-28 days  
 95 or 23% in over 28 days

Since 8 June 2009 Waverley has introduced a 5 day payment promise for new claims. This means that if a claim is received with all the information needed to process it Waverley promises to assess the claim within 5 days. To demonstrate how well this is working for new claims, below is a comparison of the figures for the month of May 2009:

#### **NI181 for May 2009- 20 days**

##### **New Claims - 30 days**

313 new claims processed

51 or 16% in 1-5 days  
 36 or 11% in 6-14 days  
 56 or 17% in 15-21 days  
 33 or 10% in 22-28 days  
 137 or 43% in over 28 days

**Change of Circumstances**

854 changes

387 or 45% in 1-5 days

121 or 14% in 6-14 days

88 or 10% in 15-21 days

73 or 8% in 22-28 days

185 or 21% in over 28 days

**Benefits Caseload increases****Housing Benefit caseload( number of claims actively being paid)**

Q4 07/08	Q1 08/09	Q2 08/09	Q3 08/09	Q4 08/09	Q1 09/10	Q2 09/10
5574	5536	5715	6234	6399	7129	7318

As at 30 Sep 09:

32% increase from April 08

28% increase from Sep 08

14% increase from April 09

Broken down into case type:

	Apr-08	Sep-08	Apr-09	Sep-09
Council Tenants	2784	2833	2842	3218
Private Tenants	1535	1595	1731	2401
Council Tax Benefit	5133	5251	5419	6386

Council Tenants:

15% increase from April 08

13% increase from Sep 08

13% increase from April 09

Private Tenants:

56% increase from April 08

50% increase from Sep 08

38% increase from April 09

Council Tax Benefit:

24% increase from April 08

21% increase from Sep 08

17% increase from April 09

Broken down into income:

	April 08	Sep 08	Apr 09	Sep 09
Earners working age	1054	1145	1190	1392
Non earners working age	665	704	777	851
Elderly earners	139	166	183	195
Elderly non earners	1987	2022	2060	2114
Job Seekers Allowance	135	152	201	371
Income Support	1092	1095	1102	1148
Pension Credit	3090	3041	3027	3099
Tax Credits	901	960	1051	1225

Since Sep 08 there has been:

- 21% increase in Earners working age
- 20% increase in Non earners working age
- 17% increase in Elderly earners
- 4.5% increase in Elderly non earners
- 144% increase in Job Seekers Allowance (JSA)
- 5% increase in Income Support (IS)
- 1.9% increase in Pension Credit
- 27% increase in Tax Credits