

SCHEDULE 7

Article 9

Performance indicators for housing benefit and council tax benefit

<i>Indicator number</i>	<i>Description of Indicator</i>
1	<p>Of every thousand housing benefit and council tax cases administered by the authority in a financial year, the number of—</p> <ul style="list-style-type: none">(a) claimants visited by a representative of the authority for the purpose of preventing fraud and error;(b) fraud investigators working for the authority;(c) fraud investigations undertaken by the authority;(d) convictions from prosecutions of cases involving council tax benefit or housing benefit fraud;(e) persons who were given either an administrative fine or a formal caution for council tax or housing benefit related offences.
2	<p>The average time for processing a new claim for housing benefit or council tax benefit.</p>
3	<p>The average time for processing a notification of a change in circumstance in respect of a person claiming council tax benefit or housing benefit.</p>
4	<p>The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the time the calculation was made.</p>
5	<ul style="list-style-type: none">(a) (a) The percentage of all housing benefit overpayments identified during the financial year which were recovered in the current financial year;(b) Of the housing benefit overpayments identified in the financial year plus the existing housing benefit overpayment debt –<ul style="list-style-type: none">(i) the percentage recovered during the financial year;(ii) the percentage written off as unrecoverable.