

Thanet District Council Benefits Service Performance



How quickly are we processing claims?

This information counts the average number of days we take to process new claims for Housing Benefit and Council Tax Benefit. A new claim is a "first time" claim or a claim following any break in entitlement. This counts from the date the application is submitted to the date it is processed, and includes any time for the customer to provide any supporting information

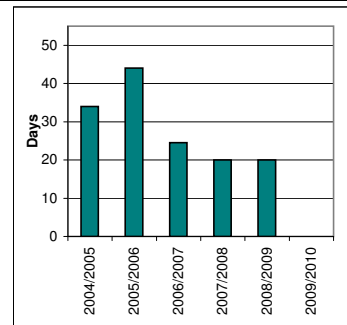
Prior Years Overall Performance

In 2004/2005 we took on average 34 days to process a new claim
 In 2005/2006 we took on average 44 days to process a new claim
 In 2006/2007, we took on average 25 days to process a new claim
 In 2007/2008, we took on average 20 days to process a new claim

Latest Performance

In 2008/2009, we took on average 20 days to process a new claim

Summary: In 2008/2009 we are processing claims as quickly as prior years despite an increase in applications.



This information counts the average number of days we take to process changes in circumstances for Housing Benefit and Council Tax Benefit. A change in circumstance is any change to an existing claim that we are told about in writing. This counts from the date we are told about the change to the date it is processed, and includes any time for the customer to provide any supporting information

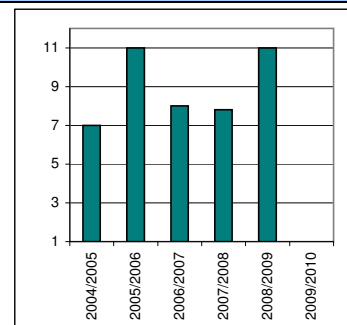
Prior Years Overall Performance

In 2004/2005 we took on average 7 days to process a change in circumstance
 In 2005/2006 we took on average 11 days to process a change in circumstance
 In 2006/2007, we took on average 8 days to process a change in circumstance
 In 2007/2008, we took on average 8 days to process a change in circumstance

Latest Performance

In 2008/2009, we took on average 11 days to process a 'change event'

Summary: In 2008/2009 took on average 11 days to process changes, but the definition of a 'change of circumstances' has been changed to include items not previously counted, (such as fraud investigations which may run for many months)



This information counts the percentage of new claims for Housing Benefit that we process within 14 days of the customer providing all the information. A new claim is a "first time" claim or a claim following any break in entitlement

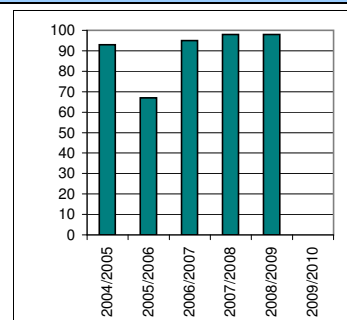
Prior Years Overall Performance

In 2004/2005 we processed 93% of these claims within 14 days
 In 2005/2006 we processed 67% of these claims within 14 days
 In 2006/2007, we processed 95% of these claims within 14 days
 In 2007/2008, we processed 98% of these claims within 14 days

Latest Performance

In 2008/2009, we processed 98% of these claims within 14 days

Summary: In 2008/2009 we are processing claims as quickly as prior years despite an increase in applications.



This information counts the percentage of new claims for Council Tax Benefit that we process within 14 days of the customer providing all the information. A new claim is a "first time" claim or a claim following any break in entitlement

Prior Years Overall Performance

In 2004/2005 we processed 91% of these claims within 14 days
In 2005/2006 we processed 65% of these claims within 14 days
In 2006/2007, we processed 95% of these claims within 14 days
In 2007/2008, we processed 98% of these claims within 14 days

Latest Performance

In 2008/2009, we processed 98% of these claims within 14 days

Summary: In 2008/2009 we are processing claims as quickly as prior years despite an increase in applications.

