

**Benefits Administration Benchmarking Club  
2008**

**Bracknell Forest Borough Council**

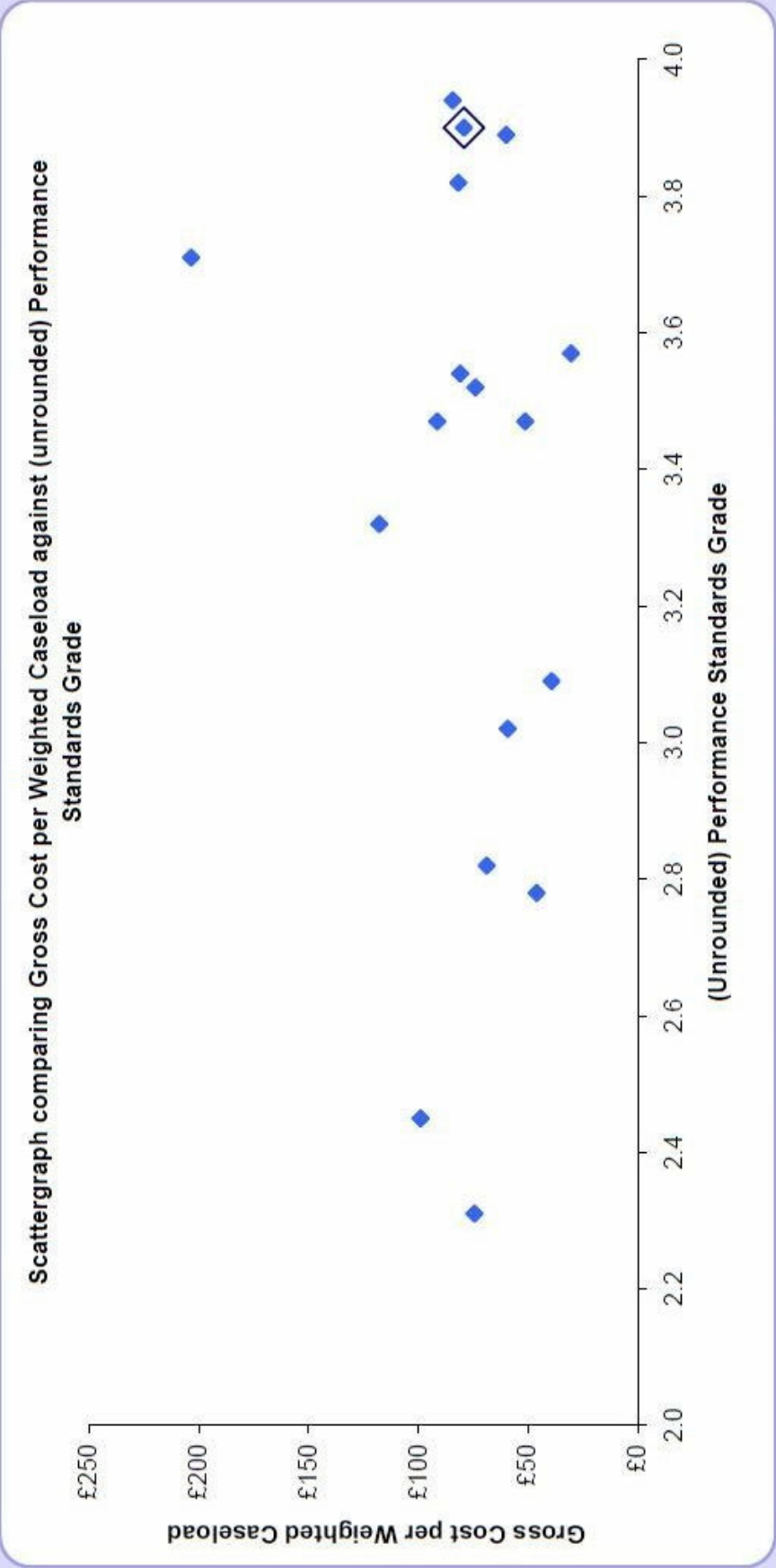
*compared with*

Bracknell Forest  
Havering  
Macclesfield  
Reading  
Solihull  
South Lakeland  
Sutton  
Torbay  
Winchester  
Wrexham

East Hampshire  
Herefordshire  
Oxford  
Slough  
South Gloucestershire  
South Staffordshire  
Swindon  
West Berkshire  
Windsor

*Computed and printed by IPF:  
The Institute of Public Finance Limited  
No.1 Croydon, 12-16 Adalscombe Road, Croydon, CR0 0XT  
Tel: 020 8557 1144 Fax: 020 8551 5741*

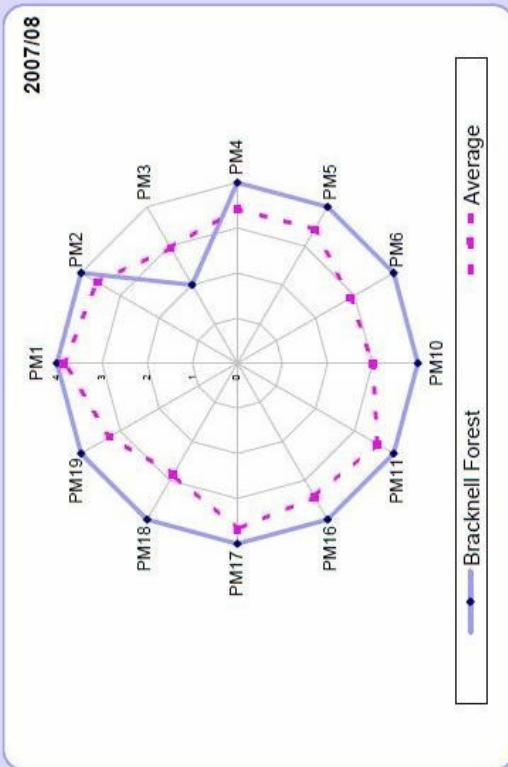
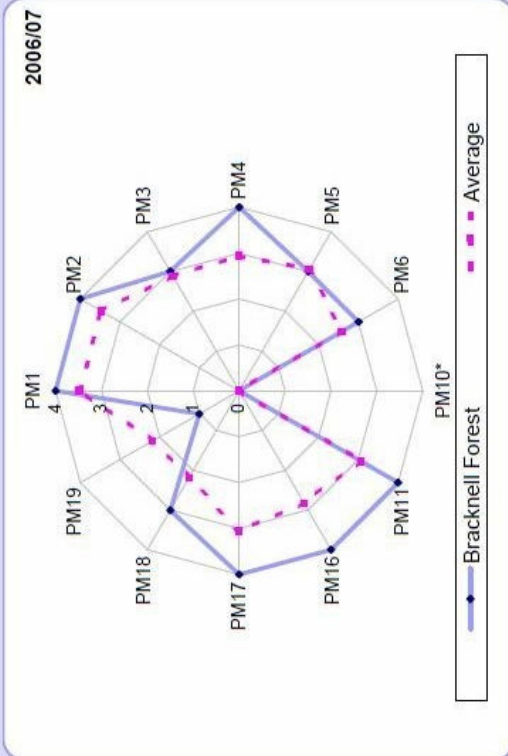
# Performance vs Cost



Each dot displays the data for an individual authority. Bracknell Forest's data is highlighted by the hollow diamond.

**HB and CTB Performance Measures**

Performance Measures	(units)	2006/07			2007/08			Changes		
		Value	Avg	Score	Value	Avg	Score	Value	Avg	Score
PM1 Speed of Processing Claims	days	27.9	31.0	4	3.5	28.0	4	3.8	0.1	0
PM2 New claims outstanding over 50 days	%	0.0%	9.8%	4	3.5	1.0%	4	3.6	na	0
PM3 New claims decided within 14 days	%	89.9%	83.4%	3	2.9	75.0%	2	2.9	-14.9%	-1
PM4 Rent allowance claims paid on time or within 7 days	%	96.0%	84.2%	4	2.9	95.0%	4	3.4	-1.0%	0
PM5 Speed of processing changes of circumstances	days	17.8	14.0	3	3.1	9.0	4	3.4	-8.8	1
PM6 Calculation of the amount of benefit due	%	99.4%	97.2%	3	2.6	100.0%	4	2.9	0.6%	1
PM7 HB overpayments recovered as a % overpayments identified	%	68.3%	66.1%			57.2%			-11.1%	
PM8 HB overpayments recovered as a % overpayment debt outstanding	%	18.6%	24.7%			17.5%			-1.2%	
PM9 HB overpayments written off as a % overpayment debt outstanding	%	0.7%	5.1%			0.2%			-0.5%	
PM10 Reductions completed	%					114.2%				
PM11 Data-matches resolved within 2 months	%	100.0%	90.5%	4	3.1	93.0%	4	3.6	-7.0%	0
PM16 Successful sanctions per 1,000 caseload	/1000			4	2.8		4	3.4		0
PM17 Applications for reconsideration/revision actioned and notified	%	79.0%	69.1%	4	3.1	90.0%	4	3.7	11.0%	0
PM18 Appeals submitted to the Appeals Service in 4 weeks	%	60.0%	46.4%	3	2.2	75.0%	4	2.8	15.0%	1
PM19 Appeals submitted to the Appeals Service in 3 months	%	80.0%	73.2%	1	2.2	100.0%	4	3.3	20.0%	3



\*PM10 was not used for 2006/07 but this has been left in to make comparisons easier with 2007/08.