

Appendix 4

Performance Measures

Performance Measure	Grade Ranges			
	1	2	3	4
PM1: Average number of days taken to process a new claim for HB/CTB.	Over 48 days	48-37 days	36-30 days	Under 30 days
PM2: Percentage of new claims outstanding over 50 days.	Over 26%	26-17%	16-9%	Under 9%
PM3: Percentage of new claims decided within 14 days of receiving all information.	Under 73%	73-82%	83-90%	Over 90%
PM4: Percentage of rent allowance claims paid on time or within 7 days of decision being made.	Under 73%	73-82%	83-90%	Over 90%
PM5: Average number of days taken to process a notification of a change of circumstances.	Over 28 days	28-21 days	20-9 days	Under 9 days
PM6: Percentage of case for which the calculation of the amount of benefit due is correct.	Under 96%	96-97%	98-99%	Over 99%