

**Housing and Council Tax Benefit performance - Citywide**

	<b>Performance 1 April 2007 to 31 March 2008</b>	<b>Performance 1 April to 31 December 2008</b>
Average time taken to process a new claim from date of claim (BVPI78a)	28.45 days	18.37 days
Average time taken to process change in circumstances (BVPI78b)	13.43 days	6.14 days
Average time taken to process new claims and change events (NI181)	Not applicable	14.00 days*