

Housing and Council Tax Benefit performance - Citywide

	Performance 1st April 2007 to 31st March 2008	Performance 1st April 2008 to 31st July 2008
Average time taken to process a new claim from date of claim (BVPI78a)	28.45 days	16.35 days
Average time taken to process change in circumstances (BVPI78b)	13.43 days	6.33 days
Average time taken to process new claims and change events (NI181)	Not applicable	14.00 days*

* This figure is subject to further validation