

Performance Measures for Benefits Processing, HB Subsidy, Systems and Control

Officer Title	Assistant Financial Support Manager	Senior Quality and Improvement Officer	Senior Systems and Control Officer
Weekly Performance Information	Work In Completed Outstanding	Quality Checks Completed & Accuracy levels	
Operational Measures (Monthly)	New Claim Speed of Processing	DHP Budget Spend Total & %	System Issues Outstanding
	Change of Circs Speed of Processing	CT Hardship Budget Spend Total & %	System Issue End to End Times
	Cases Closed per FTE	HB Subsidy LA Error Rates	VEP Downloads
	Outstanding Work by Case Type	HB/LCTRS Accuracy	VEP Overpayments Recorded
	Age Profile of Outstanding Work		
	ELF Budget Spend (Total & %)		

Quarterly Reporting Requirements	Progress of Action Plan Items	Progress of Action Plan Items	Progress of Action Plan Items
	FIT Case Analysis	Subsidy Estimates	VEP Performance
	Housing Benefit Caseload Info	HB Errors from QC By Type	System Improvements and conditions
	Performance Measures for Individuals	HB Overpayment Analysis	
	Training Delivered	Training Needs Identified	