

BVPI	Indicator	Baseline	Performance				Target	Forecast	Direction of Travel
			April	May	June	July			
8	Invoices paid on time	92.67%	94.49%	92.97%	92.32%		92.67%		
9	Council tax	98.34%	11.10%	21.31%	30.78%		98.34%		
10	National non-domestic rates	98.90%	11.85%	21.89%	30.67%		98.90%		
76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload	0.29	0.26	0.26	0.26		0.28		n/a
76c	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload	40.00	40	48	45		35.00		n/a
76d	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	7.50	14	14	13		8.00		n/a
78a	Speed of processing - new claims (days)	29.80	27.23	28	28.6		26		
78b	Speed of processing - change of circumstances (days)	15.60	13.75	15	15.5		15.00		
79a	Accuracy - % of cases correct	98.40%			96%		98.80%		
79b i	The amount of Housing Benefit (HB) overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period	66.58%	66%	66%	69%		66%		
79b ii	Housing Benefit (HB) overpayments recovered during the period as a percentage of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	51.24%			13.50%		55%		
79b iii	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	4.78%			1.36%		9%		
156	The percentage of Local Authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	63.80%					70%		No evidence