

**Norwich City Council**  
**SCRUTINY COMMITTEE**  
**ITEM 9**

**REPORT for meeting to be held on 16 July 2015**

**Housing benefits and council tax reduction scheme claims  
processing**

**Summary:** The scrutiny committee has asked for information to address the performance levels towards improving the average processing time for new housing benefit and council tax reduction scheme claims.

A presentation will be made on 16 July 2015 detailing the improvement in processing times and future plans for continuous improvement.

**Conclusions:** The current level of performance reported for processing new claims for housing benefit and council tax reduction scheme for 2014/15 was 23.7 days against a target of 21 days. Performance has significantly improved and will continue to improve in to 2015/16.

**Recommendation:** Performance continues to be managed through the quarterly reporting process.

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