

Key BV Performance Targets & Actuals 1999 – 2005

Appendix 2

Performance Indicators	1999/00	2000/1	2001/2	2002/3	2003/4	2004/5
	<i>Actual</i>	<i>Actual</i>	Target <i>Actual</i>	Target <i>Actual</i>	Target <i>Actual</i>	Target <i>Actual</i>
BVPI 9 Proportion of Council Tax Collected	<i>91.5%</i>	<i>93.3%</i>	94% <i>93.9%</i>	95% <i>93.42%</i>	96% <i>93.23%</i>	93.9% <i>To follow</i>
BVPI 78a Average time for processing new HB/CTB claims	<i>New indicator for 2000/1</i>	<i>41 days</i>	30 days <i>26 days</i>	29 days <i>30 days</i>	28 days <i>51 days</i>	35 days <i>83 days</i>
BVPI 78b Average time for processing HB/CTB changes of circumstances	<i>New indicator for 2000/1</i>	<i>11 days</i>	9 <i>8 days</i>	8 <i>10 days</i>	7 <i>15 days</i>	9 <i>41 days</i>