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Good morning Panel Members,

At the last Business and Transformation Scrutiny Panel the following resolution was made regarding the performance report agenda item:

*2) That the Finance Governance and Resources Portfolio Holder circulate the following information to Panel Members:*

*comparison data for previous years on service standard 10 – Average number of working days to process benefit claimants' changes of personal details.*

I am pleased to be able to provide you with the following:

| <b>Year</b>                      | <b>Average number of working days to process benefit claimants' changes of circumstances</b> |
|----------------------------------|--|
| 2017/18 (to end of January 2018) | 5.1  |
| 2016/17                          | 6.2  |
| 2015/16                          | 6.5  |

Thanks

Gary Oliver  
Policy and Communications Team