

**Wiltshire Council**

**Council**

**10 July 2012**

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**Questions From Councillors**

**From Cllr Jon Hubbard, Melksham South Division**

**To**

**Cllr John Brady, Cabinet Member For Finance, Performance And Risk**

**Question 1**

What is the current size of any backlog for Housing Benefit Claims and how does the size of that backlog compare with the last eight quarters?

**Response**

The council's revenue and benefits service undertook one of the largest migrations of data ever undertaken by a local authority completing the merger of data in December 2011. The merger did have an impact upon the performance of the service, whilst at the same time demand, in terms of benefit claims reached an all time high.

The figures below confirm the position in terms of the main types of work carried out. The spreadsheet attached indicates the rise in demand brought about by firstly the change in the system and secondly, in April, 2012, a further increase and subsequent slowing of performance as a result of year end billing and the annual up-ratings of all claims. It is encouraging to report that performance has improved in May 2012 and will do again in June, however the figures are not available yet.

The position, at the beginning of this week, , with work outstanding was :-

Claims currently being worked on = 26/6/2012 Total 636

Change of Address currently being worked on = 25/06/2012 Total 96

Change of circumstances currently being worked on 27/06/2012 Total = 208

Should you have any further query regarding this matter please do not hesitate to contact Ian P Brown for an explanation.