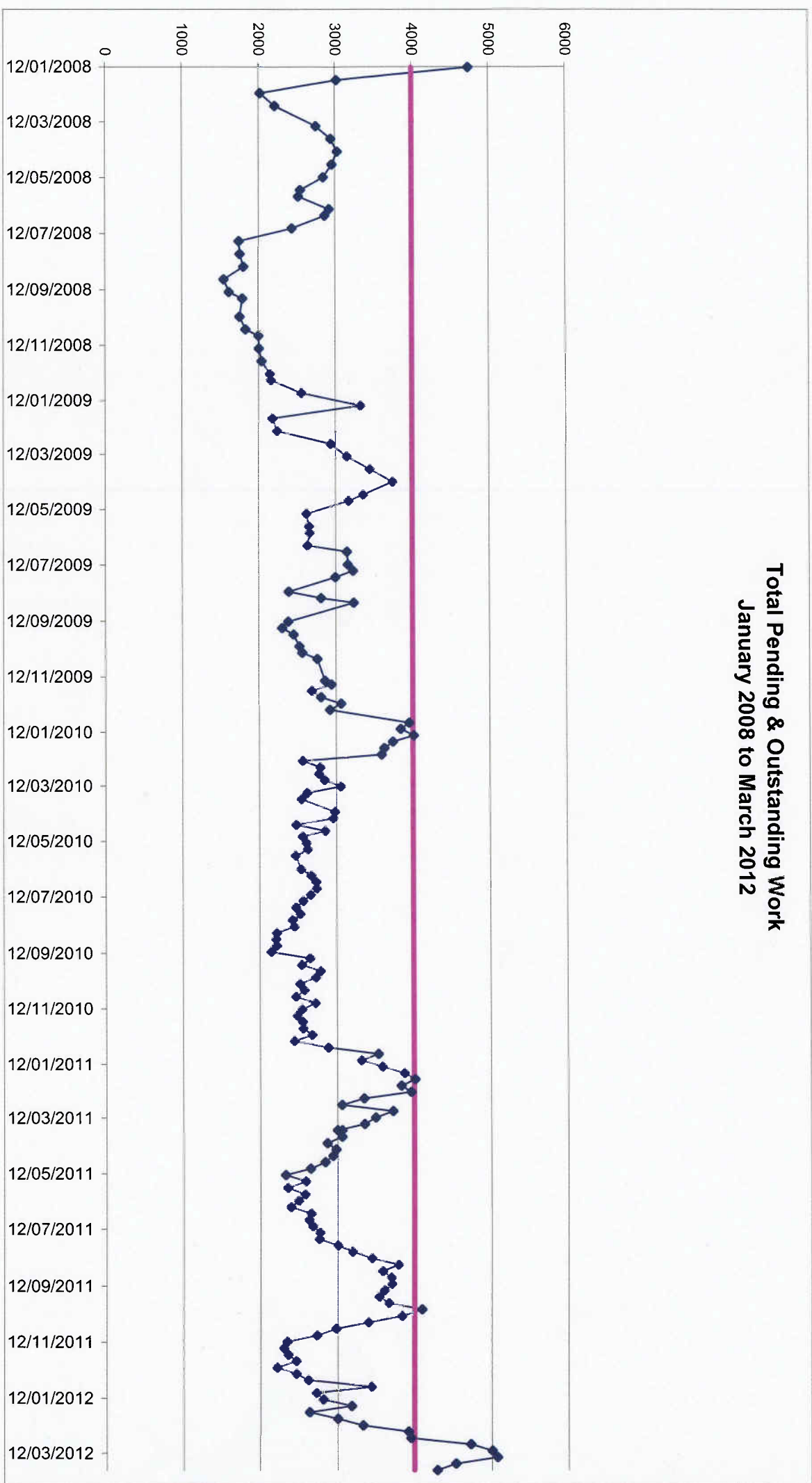
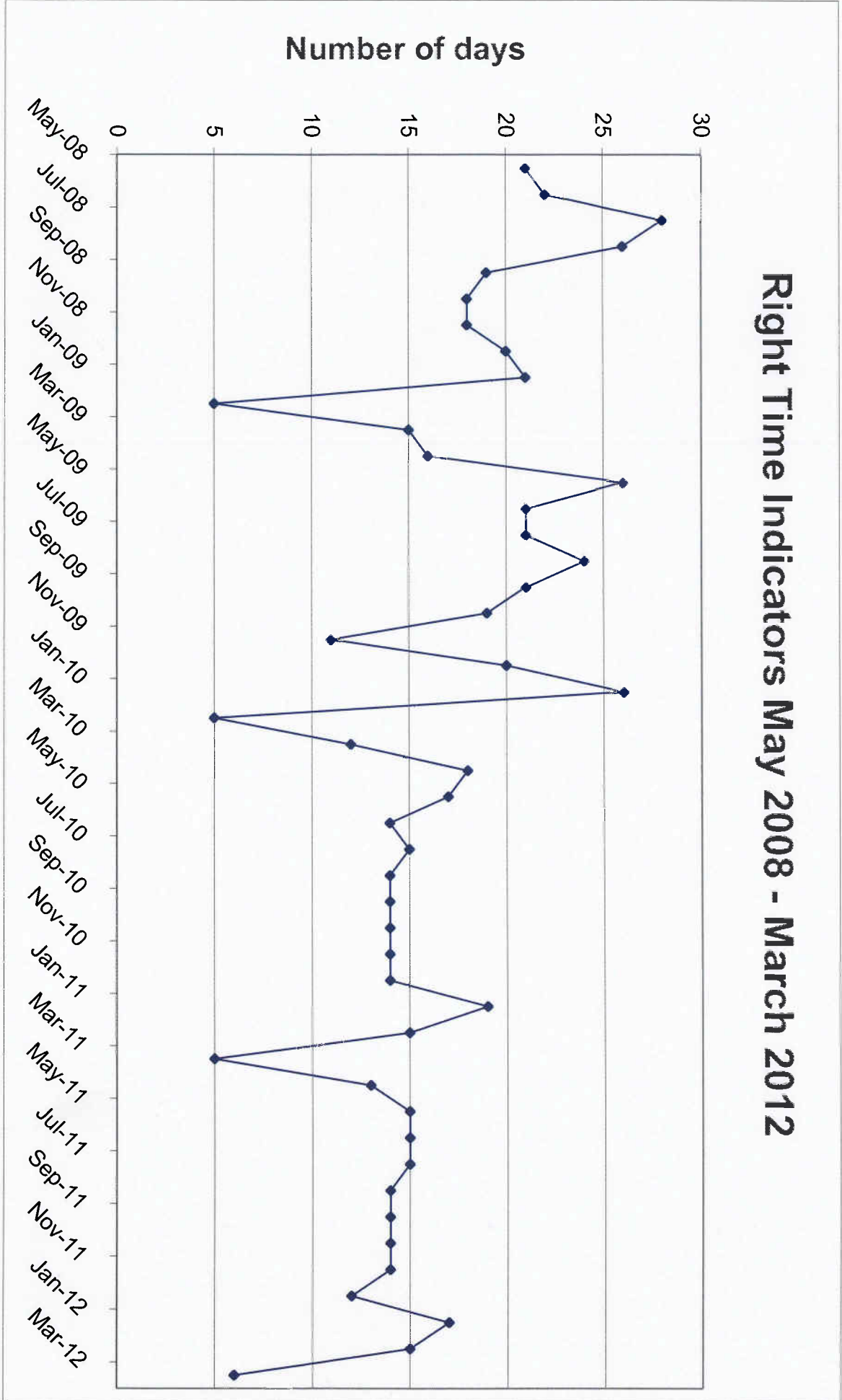


**Total Pending & Outstanding Work
January 2008 to March 2012**

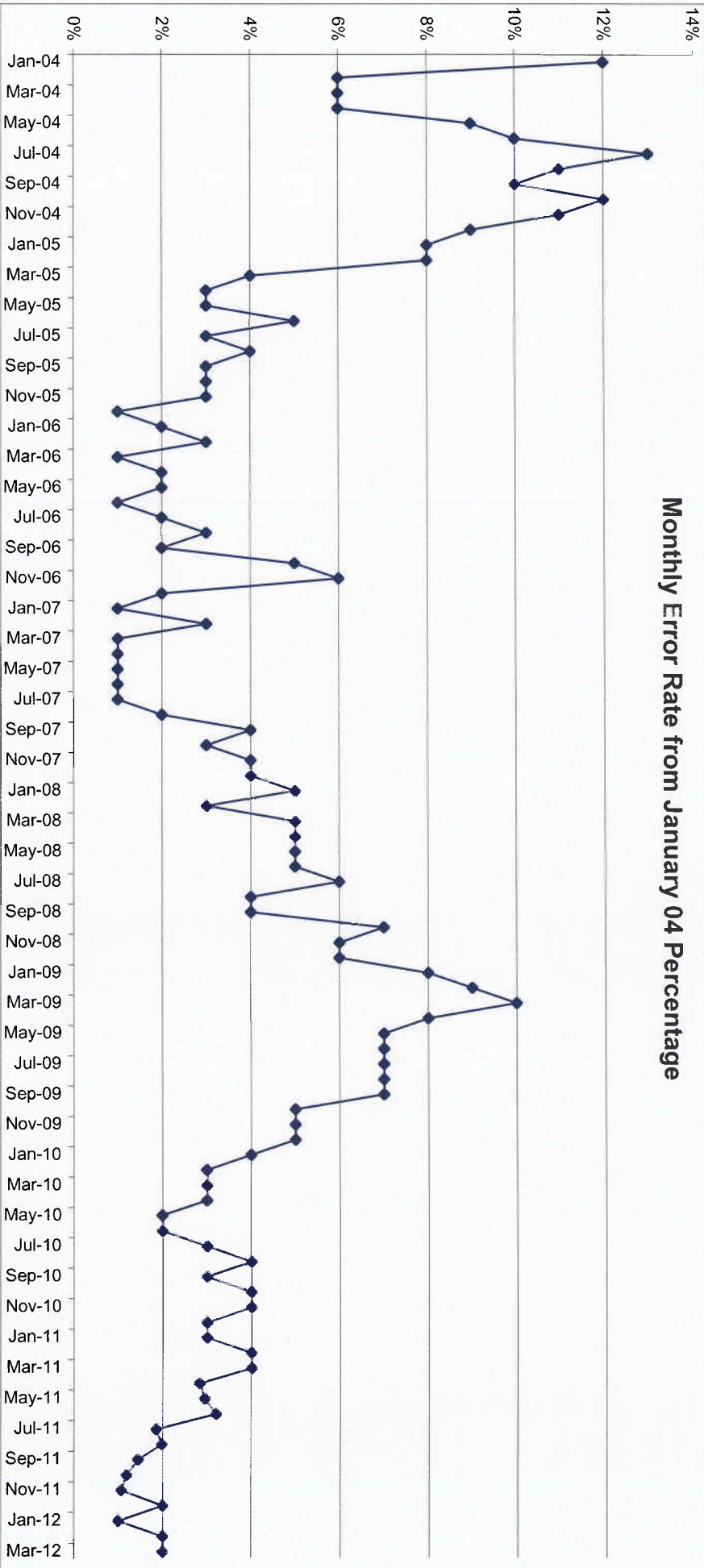


Right Time Indicators May 2008 - March 2012



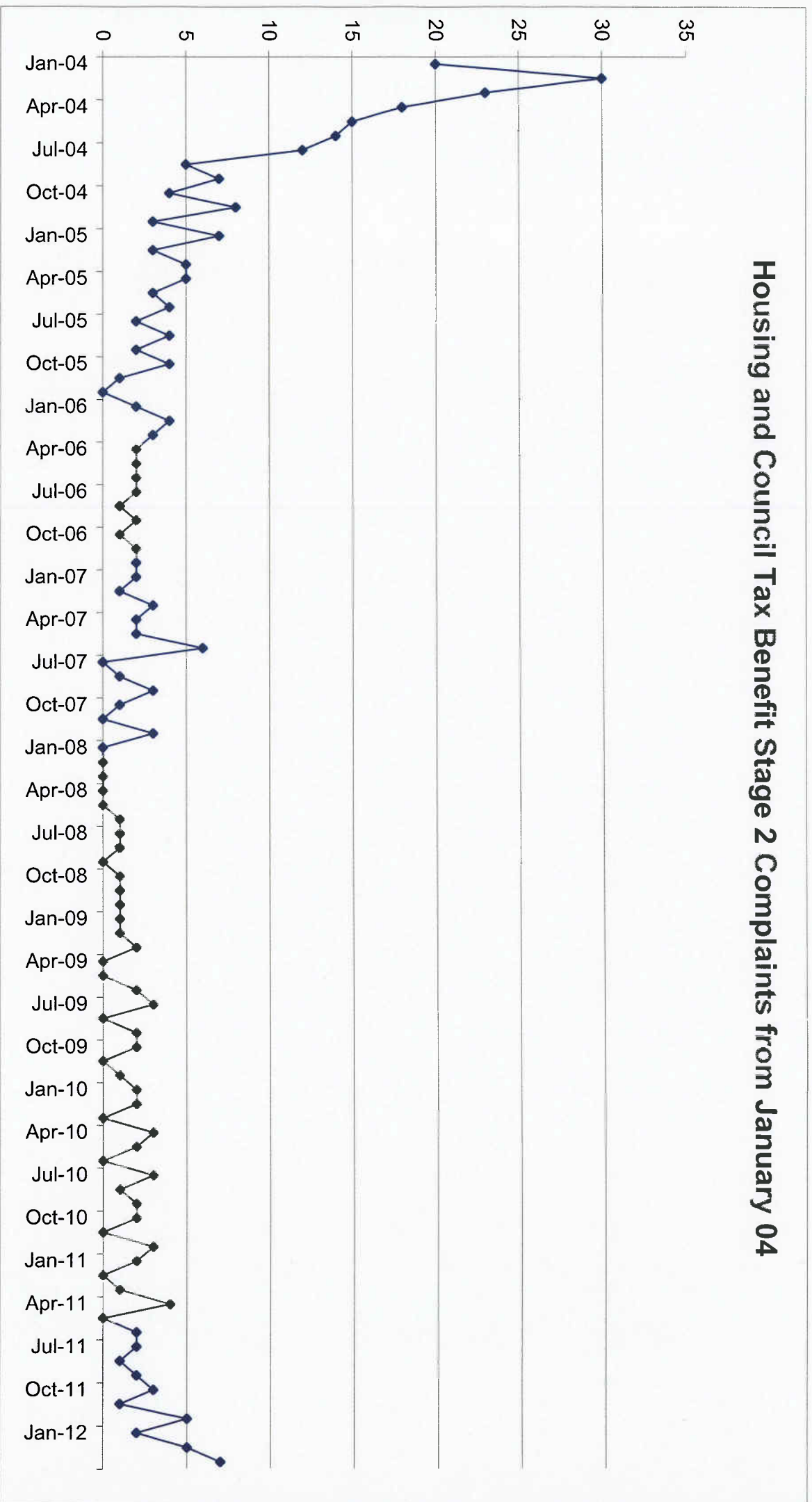
Housing Benefit Breakdown Dec 2011 - March 2012 (68,940 claims)



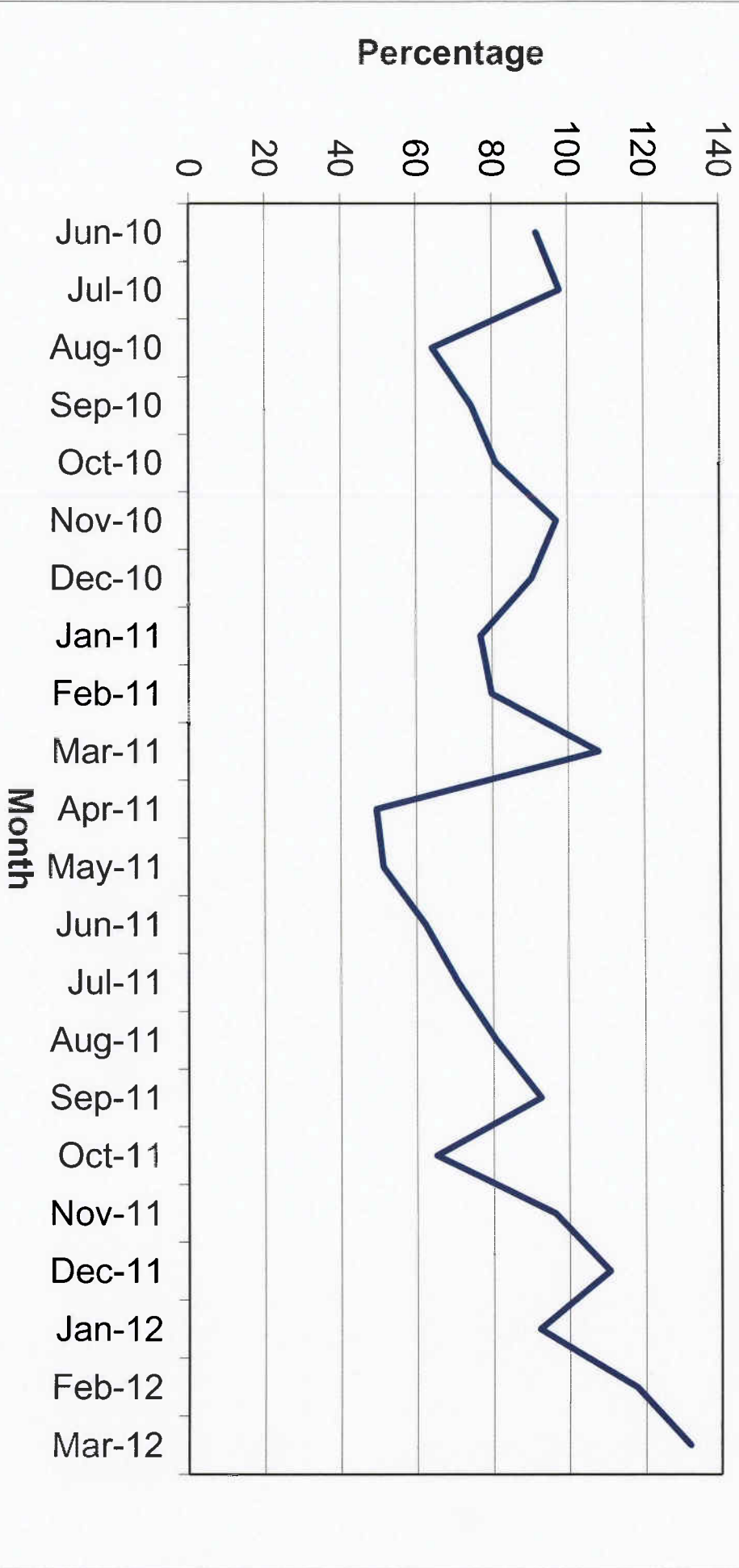


Monthly Error Rate from January 04 Percentage

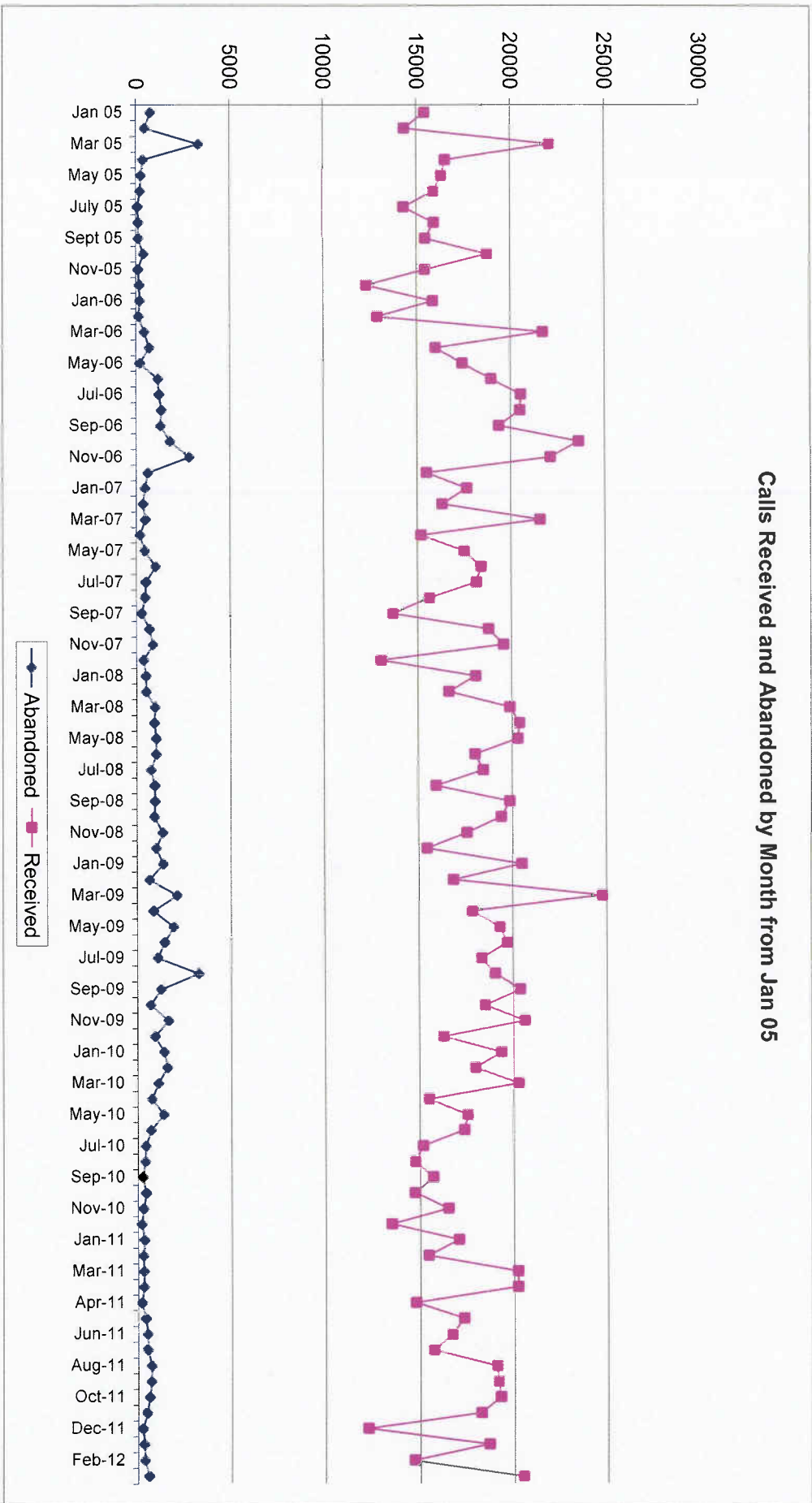
Housing and Council Tax Benefit Stage 2 Complaints from January 04

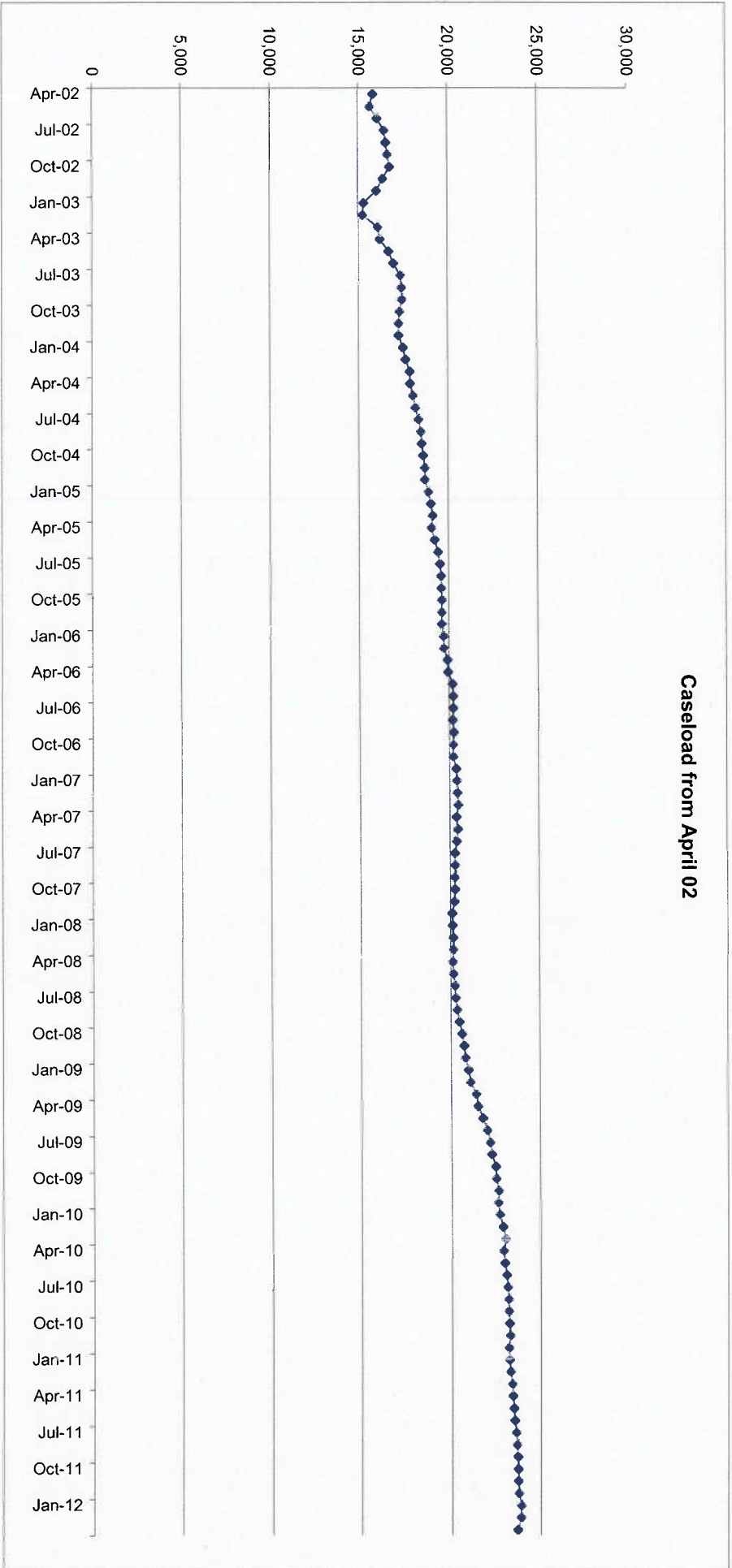


Housing Benefit Overpayments Underlying Recovery Trend from June 2010



Calls Received and Abandoned by Month from Jan 05





Caseload from April 02