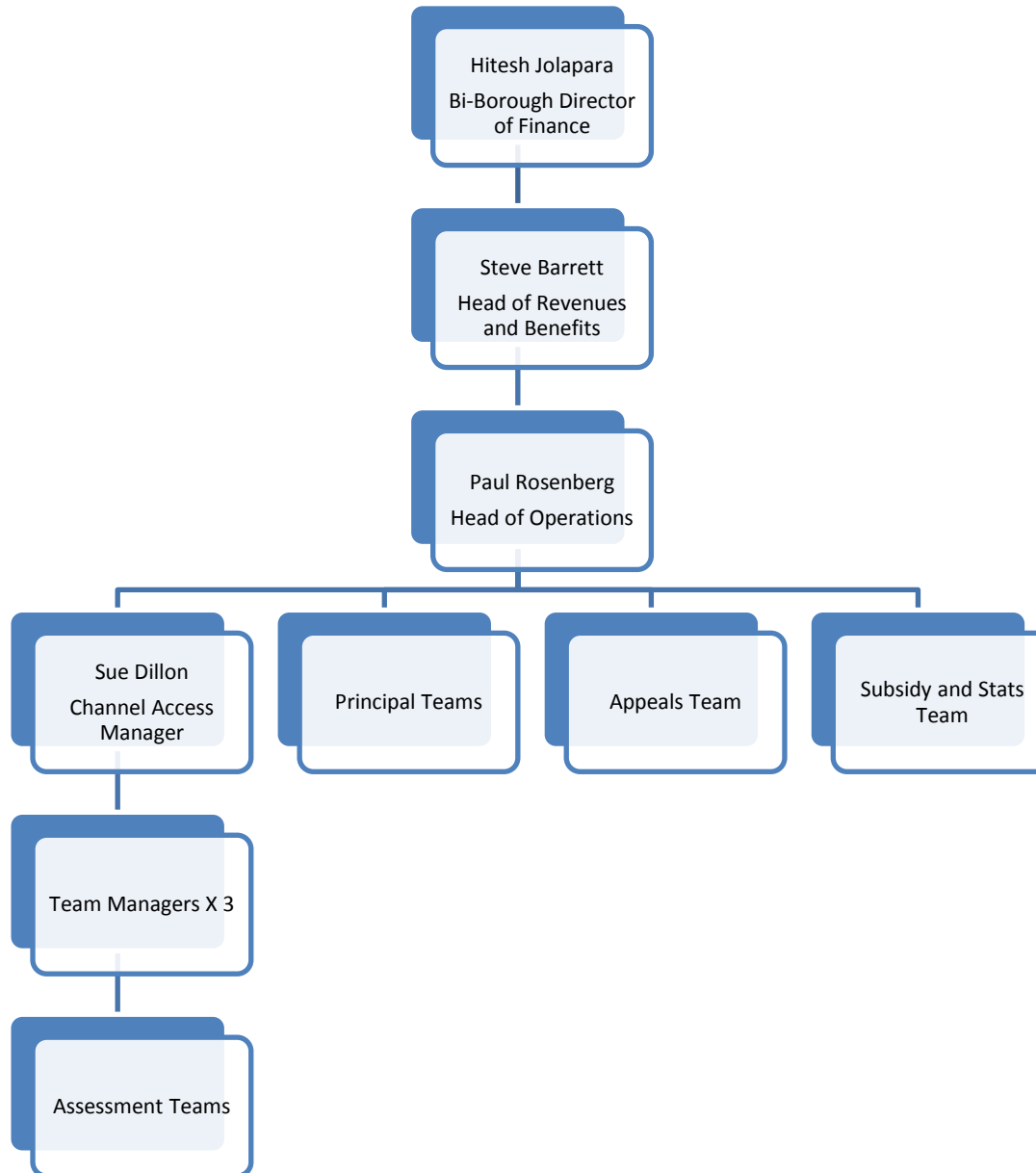


Housing Benefit Update

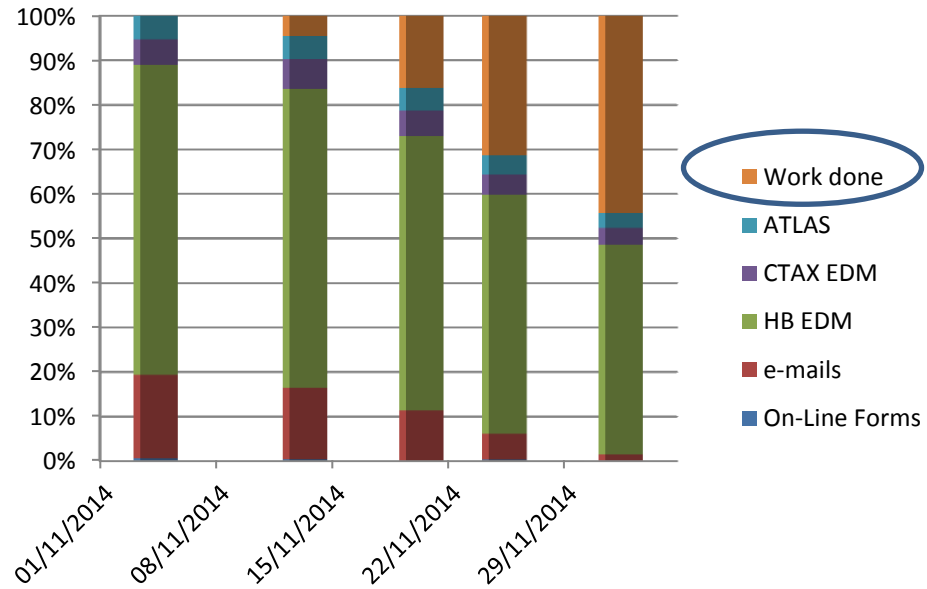
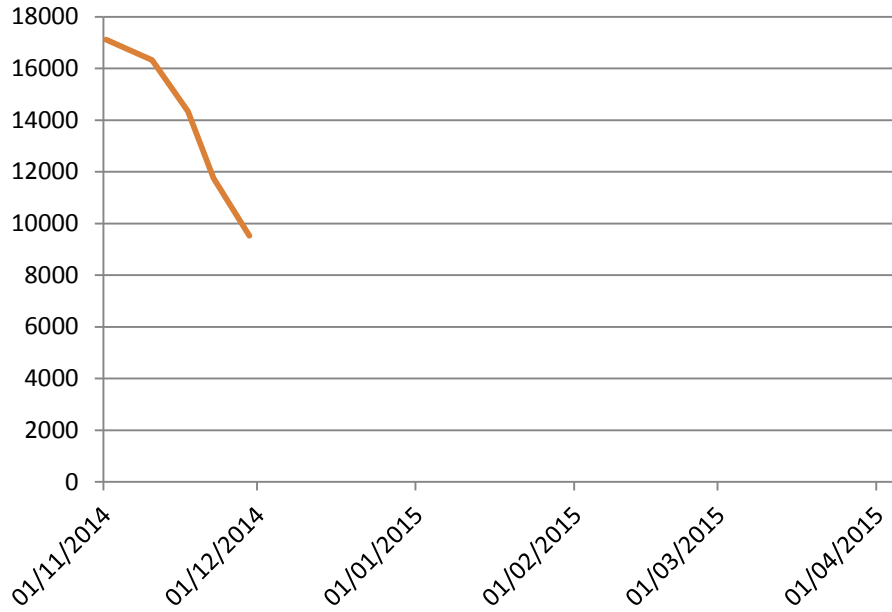
Dec 14

Structure



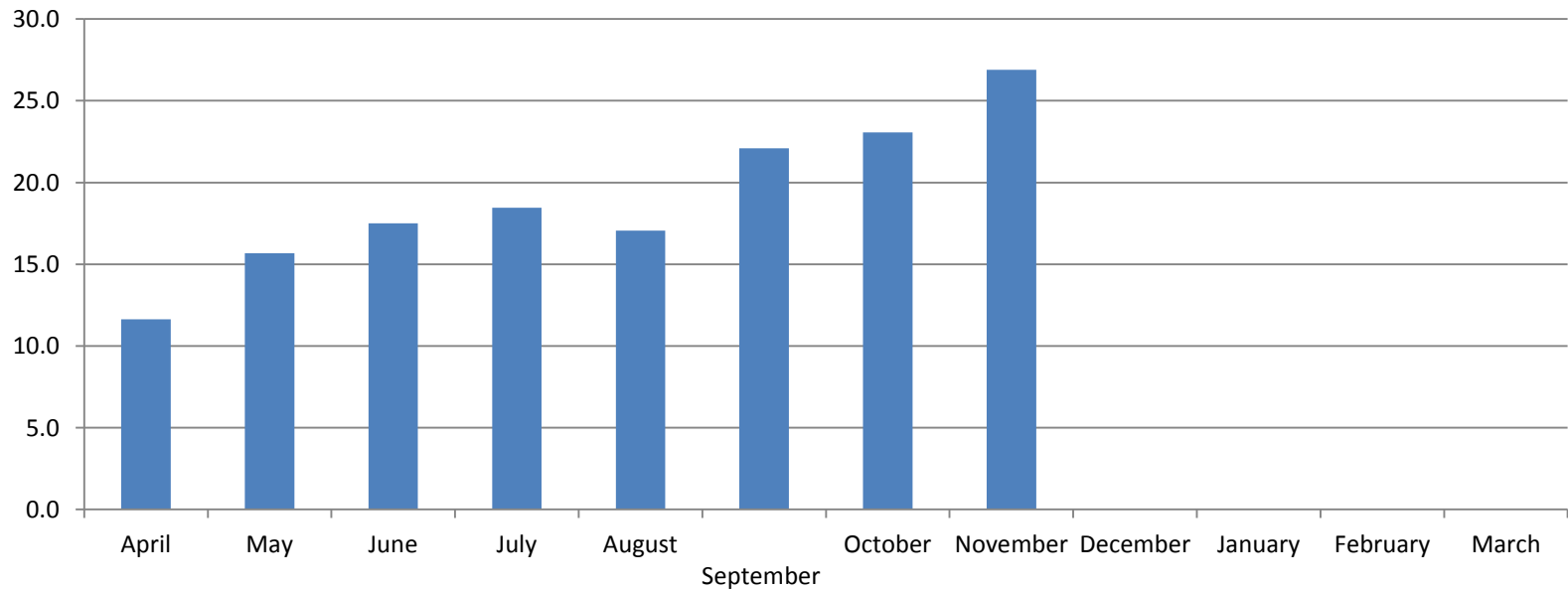
Outstanding Work

Outstanding Total



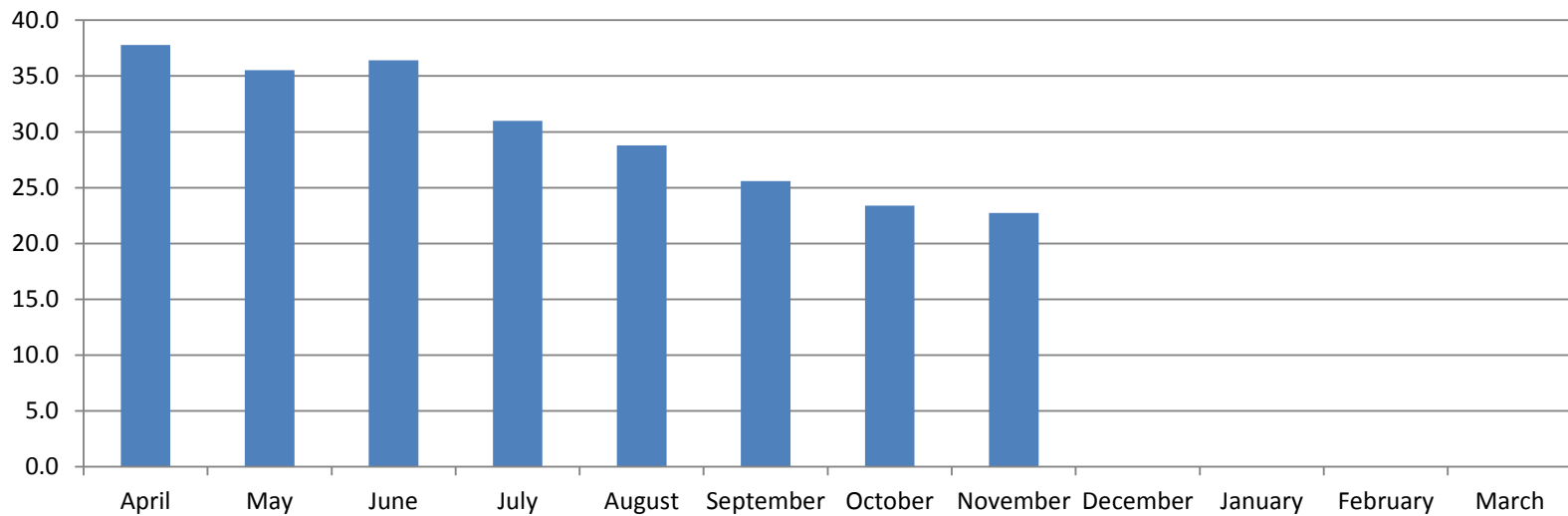
Housing Benefit Performance (changes of circumstances)

Days Taken to Process Changes 2014-15 Target 15 Days



Housing Benefit Performance (New Claims)

Days Taken to Process New Claims 2014-15
Target 28 Days



Liaison Arrangements

- Attendance at CAB
 - Commenced 01-10-14
 - 4 appointments per session
 - 40 clients seen
 - 70% resolved on the day
 - May involve follow up visit to SBJCP
- Contact details
 - Gabriel.ziregbe@lbhf.gov.uk 020 8210 8745
 - Urgent single claim enquiries
 - Hasina.begum@lbhf.gov.uk 020 8753 1295
 - Multiple / run of the mill enquiries
 - Paul.rosenberg@lbhf.gov.uk 020 8753 1525
 - Areas of concern