

# HB Alerts

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<b>Circular Reference:</b>		<b>A05v2010</b>	
<b>Subject:</b>	Right Time Indicator – Publication of performance information	<b>Effective Date:</b>	<b>31 March 2010</b>
<b>Summary</b>			
<p>On 31 March 2010 the DWP will publish the RTI performance information for the 270 – 300 LAs whose data has been received and is of sufficient quality to be published. The performance data will confirm processing times for new claims and changes of circumstances on a monthly and quarterly basis. This first publication covers Q1 and Q2 of 2009/2010.</p> <p>If your published figures are different from the figures you provided to the DWP this may be due to the DWP removing cases that have a processing time in excess of 12 months. This accounts for a total of 0.1% of all cases. This removal of cases is not expected to be an ongoing feature of the published information.</p> <p>The absence of published information for an LA should not be taken to mean anything other than the LA either not providing relevant information or the DWP deciding that the information provided was not of the required standard. It does not indicate anything regarding the performance of the relevant authority.</p> <p>The DWP intends to publish the figures for Q3 and Q4 2009/2010 later this year.</p>			
<b>Suggested Action</b>			
<p>The DWP will write to those authorities that submitted data, but whose data does not meet publication standard. They will also be working with authorities and software suppliers to try and improve the information provided.</p>			
<b>Other References:</b>		<b>G15v2009</b>	