

**87/05 - 2005/06 QUARTER 3 CORPORATE ACTION PLAN (CAP) ACTIONS:** The Performance Officer submitted a written report to update the Commission on the progress made in Quarter 3 (October to December) of 2005/06 on its Corporate Action Plan actions. The report outlined the progress made on implementing the Commission's 32 CAP actions during Quarter 3 of 2005/06 and also referred to those CAP actions that would not be completed during the financial year or where little progress had been made.

The Chair invited Members' questions in relation to the report and Members queried paragraph 5.6 in relation to the reduction of the average processing times for new benefit claims. It was noted that it was unlikely to reach its 38-day target, and the target of 10 days for change of circumstances in benefit claims was also unlikely to be met. Members queried the impact as a result and it was agreed that information would be provided to Members of the Commission in that regard. It was noted that a commentary from the officer concerned was included in the report, however it was **agreed** that further information would be obtained.

It was **agreed** that the Commission receive the report.

(5.47 pm - 5.55 pm)