

Angus Council Performs

Benefits Administration

In the following pages we provide information on a range of indicators relating to Benefits Administration in Angus. For each indicator we provide not only data but also a short explanation of our performance.

Numbers can only tell us so much about performance so every year we also publish a range of other things, such as news releases, web-pages and committee reports that might give you a better picture of the services we provide and the level of service that is delivered.

More information on Benefits Administration in Angus can be found in the following:

[Welfare Report](#) web-pages

[Welfare Report Performance Information](#) web-page

[Council Tax Collection and Benefits Administration](#) committee reports

[Discretionary Housing Payment Scheme](#) web-page

[Welfare Rights Service](#) web-page

[Report Benefit Fraud](#) web-page

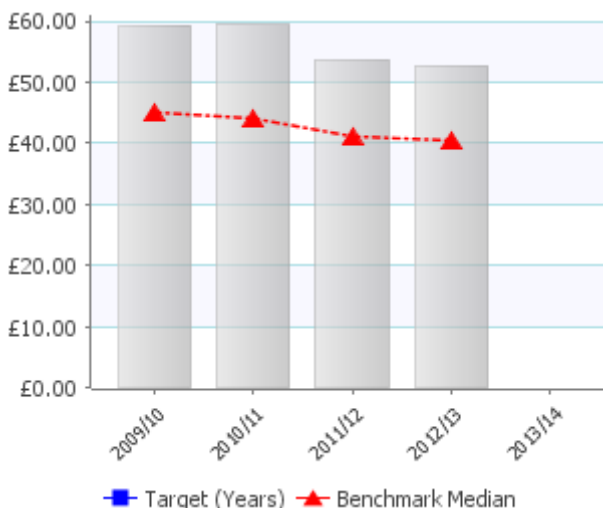
[Free School Meals](#) web-page

[School Clothing Grants](#) web-page

[Corporate Services Department Annual Performance Report 2012/2013](#)

Gross benefit administration cost per case (SPI)

Angus Council's cost per case continues to improve year on year. A reduction of £1 per case was achieved in 2012/13 when compared with 2011/12. This indicator measures all of the costs involved in the billing, collection and recovery of council tax. A number of the factors included in this measure are variable and outwith the direct control of the service and there can be difficulties in making like for like comparisons with other local authorities who may have different service delivery models. Wherever possible efforts will continue to maximise available resources and reduce costs. The service provided is high quality and well managed as evidenced by the most recent Audit Scotland Benefits Audit which for the first time across Scotland identified no recommended actions.

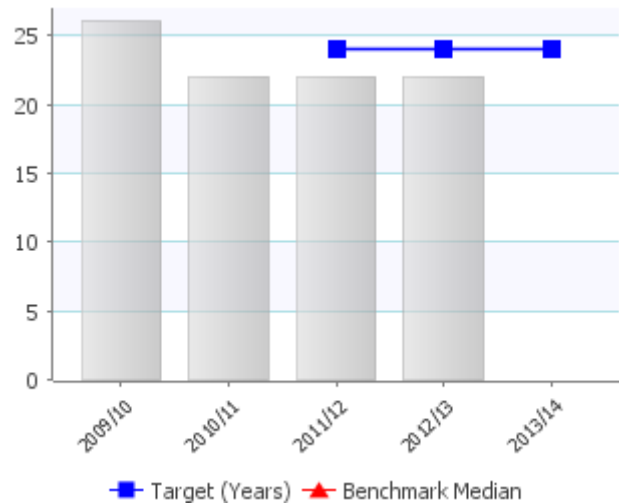


Dealing with the impact of ongoing welfare reform changes can be resource intensive which makes it difficult to reduce the level of resources which needs to be deployed on benefits administration.

ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	£59.34	Blank	£44.97
2	2010/11	£59.38	Blank	£44.00
3	2011/12	£53.66	Blank	£41.10
4	2012/13	£52.66	Blank	£40.44
5	2013/14	Blank	Blank	Blank

Average number of days to decide new claims for council tax and housing benefits from the date of receipt of the claim (KPI)

The performance for this indicator has improved when compared with 2011/12 and has exceeded the target set. This improved performance has been achieved in the challenging environment of significant legislative changes and an increasing benefits related workload. Given the pressure on the service arising from welfare reform the focus for ongoing performance will be to maintain existing levels of good performance with the aim of delivering some improvement.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	26	Blank	Blank
2	2010/11	22	Blank	Blank
3	2011/12	22	24	Blank
4	2012/13	22	24	Blank
5	2013/14	Blank	24	Blank

Average number of days to process changes of circumstances for council tax and housing benefits from date of receipt of the notification of change (KPI)

The performance for this indicator has improved to 6 days for 2012/13 when compared with the 7 days achieved in 2011/12 and has met the target set. This improved performance has been achieved in the challenging environment of significant legislative changes and a large increase in the benefits change of circumstances workload by effective use of resources and a focus on performance. Given the pressure on the service arising from welfare reform the focus for ongoing performance will be to maintain existing levels of good performance with the aim of delivering some improvement.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	7	Blank	Blank
2	2010/11	6	Blank	Blank
3	2011/12	7	6	Blank
4	2012/13	6	6	Blank
5	2013/14	Blank	6	Blank