

Benefits Service Context

- 11,500 claimants
- £32.4M in payments 2007/08
- Largest budget of SBC Services
- No cost to SBC council tax payer

Benefits Service Background

- 105 days to process new claims in 2001
- Best Value Service Review 2001
- Service Improvement Plan – over 100 actions
- Regular reports to Scrutiny

Benefits Service Performance Indicators

- Fraud – Three PIs
- Processing – Three PIs
- Overpayments – Three PIs

Benefits Service Fraud PIs

BV076b – Number of investigators per
1,000 caseload

2006/07	0.18
2007/08 Q2	0.18
Current	0.18

Benefits Service Fraud PIs

BV076c – Number of investigations per
1,000 caseload

		Full year
2006/07	55.2	55.2
2007/08 Q2	22.4	44.8
31 October 2007	26.9	46.1

Benefits Service Fraud PIs

BV076d – Number of prosecutions and sanctions per 1,000 caseload

		Full year
2006/07	3.93	3.93
2007/08 Q2	2.88	5.76
31 October 2007	3.59	6.15

Benefits Service Processing PIs

BV078a – Speed of processing new claims

Top performance	2006/07	30 days
SBC	2006/07	20.7 days
	2007/08 Q2	21.2 days
	Current	20.7 days

Benefits Service Processing PIs

BV078b – Speed of processing
change of circumstances

Top performance	2006/07	Under 10 days
SBC	2006/07	11.88 days
	2007/08 Q2	10.22 days
	Current	10.17 days

Benefits Service Processing PIs

BV079a – Accuracy of processing

Top performance	2006/07	Over 99%
SBC	2006/07	99.8%
	2007/08 Q2	100%
	Current	100%

Benefits Service Overpayments Pls

BV079b(i) – Total recovered during year

2006/07	79%
2007/08 Q2	90%
Current	88%

Benefits Service Overpayments Pls

BV079b(ii) – Total recovered during year
including amount brought forward

2006/07	42%
2007/08 Q2	28%
Current	31%

Benefits Service Overpayments Pls

BV079b(iii) – Total written off

2006/07	5.16%
2007/08 Q2	1.24%
Current	1.39%

Benefits Service PIs Summary

- Fraud PIs – expect to meet targets subject to staffing difficulties and data transfer
- Processing PIs – well within top national performance
- Overpayment PIs – expect to meet targets

Benefits Service Achievements

- £302,351 funding secured from DWP
- Electronic Document Management System
- Customer Services Centre

Benefits Service Achievements

- Homeworking
- Charter Mark Award
- Electronic Claims System
- Reduced 105 days processing to 20.7 days

Benefits Service Current Issues

- Voice Risk Analysis
- Integration with back office system
- Taking Service to the Customer

Benefits Service The Future

- Local Housing Allowance
- Changing PIs
- LSVT
- LGR

Benefits Service Summary

- Service transformed since 2001
- Many achievements
- Top Quality Service
- Top performance nationally
- No cost to SBC council tax payer