

Benefits Service

Benefits Performance Targets 2010/2011 Quarter 1

The Benefits Service achieved the following standards of performance in quarter 1:

- Process a new claim or a change to benefit in 12.5 days (our performance for Quarter 1 was 13.2 days)
- Achieve an accuracy rate of 95% for the assessment of benefits (93% was achieved for Quarter 1)
- Reply to correspondence within 10 working days (this was achieved in quarter 1)
- Answer 90% of telephone calls (our performance for Quarter 1 was 84%)
- Speak to all personal callers at Cunninghame House within 15 minutes (this was achieved in Quarter 1)
- Recover 92.5% of the overpayments identified in the year (in quarter 1 we achieved 91.1%)
- Investigate 100% of the cases referred to and accepted by our Benefit Investigation Team for Fraud. (this was achieved in quarter 1).



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