

Benefits Service

Performance Targets for 2010/2011

The Benefits Service aim to provide the following standards of performance:

- Process a new claim or a change to benefit in 12.5 days (our performance for last year was 12.9 days against a target of 14 days.)
- Achieve an accuracy rate of 95% for the assessment of benefits (94% was achieved last year against a target of 99%.
- Reply to correspondence within 10 working days (our performance for last year was 8.5 days against a target of 10 days.)
- Answer 90% of telephone calls (our performance for last year 76.62% against a target of 85%.) This target was not achieved due to the introduction of new technology in December 2009.
- Speak to all personal callers at Cunninghame House within 15 minutes (this was achieved in sampling undertaken last year.)
- Recover 92.5% of the overpayments identified in the year (last year we achieved 90.42% against a target of 92%.) This target was not reached due to the current economic climate.
- Investigate 100% of the cases referred to and accepted by our Benefit Investigation Team for Fraud. (Last year we investigated 87% of all referrals, against a target of 80 %.)



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