

## Service Standards for Revenues & Benefits

### Customer Care Standards

We will:

- Deal with your enquiry fairly and sensitively
- Deal with your enquiry promptly and accurately
- Communicate with you clearly and make sure our documents are easily understood
- Ask you regularly if our services are meeting your needs and strive for continuous improvement
- Make sure you can access the services we deliver

### Core Service Standards

We will:

- Provide a complete revenues and benefits service to West Lothian.
- Work in partnership with customers to achieve a service that satisfies their objectives and fulfils value for money.
- Measure and monitor our performance against other revenues and benefits services.
- Monitor and review our performance against our standards openly and publish the outcome.

The above are our service standards in respect of the whole unit. These are supported by the measures within each team. Some of the teams have internal customers and some of the teams have external customers i.e. the public. The following is a summary of the performance of the external facing services that are delivered by Revenues.

<b>Council Tax and Non Domestic Rates Team Service Standards</b>	<b>2008/09</b>	<b>2007/08</b>	<b>Notes</b>
<b>To keep the waiting time for Revenue Team enquiries at St David House and/or Lindsay House to no more than 15 minutes.</b>	Service Standard Removed	Under review at present	The public counter within St David House is no longer open
<b>To try and receive payment of all the collectable Business Rates, Council Tax, Service Accounts and Residual Community Charge</b>	94% 98.5% 95.3%	94% Council Tax 98.4% NDR 95.5% Service Accounts	
<b>To deal with 90% of correspondence within 10 working days of receipt.</b>	89.2% Council Tax 88.2% NDR	76% Council Tax 53% NDR	
<b>To deal with 90% of correspondence accurately at the first time of processing.</b>	Council Tax 90% NDR 77%	Council Tax 92% NDR 77%	A review of processes and appropriate training will be carried out in 2009/10 in order to improve NDR accuracy rates.
<b>Benefit Team Service Standards</b>	<b>2008/09</b>	<b>2007/08</b>	<b>Notes</b>
<b>To process all new claims within 36 days of the date of receipt</b>	23 days	25 days	
<b>To process all new claims within 14 days of receiving all necessary information</b>		91%	
<b>To process all change of circumstances within 9 days</b>	6.0 days	4.4 days	
<b>To let you know quickly if we require any additional information from you</b>		See new claims and change of circumstances measure above.	
<b>To request original documents, information and other evidence to support any new claim or change of circumstances as detailed in the Verification Framework</b>	Verification Framework Compliant	Verification Framework Compliant	
<b>To look at your claim again if you think that</b>	No longer applies	47 reconsiderations logged. 41 dealt	

<b>we have got our decision wrong</b>		with within 4 weeks – 87% 4 appeals sent to the Tribunal Service – all sent within 4 weeks	
<b>To ensure that the final overpayment amount of Council Tax Benefit and/or Housing Benefit is calculated taking into account any underlying entitlement and un-cashed cheques within 14 days of receiving the information</b>	No longer applies	We have not been able to prove that we are meeting this enabler, however, a recent audit of Overpayments suggested from the sample taken that we had meet the requirements.	
<b>To look at each claim on an individual basis when deciding whether a recoverable overpayment should be recovered, from whom, when, and at what rate it should be recovered</b>	No longer applies	Compliant with Performance Standards enablers, E11, E12, E15 and E16.	
<b>To ensure a high level of accuracy is achieved when dealing with any aspect of a claim for Council Tax Benefit and/or Housing Benefit</b>	No longer applies	99% of the calculations checked were accurate.	Correct calculations PM6 of the performance standards