

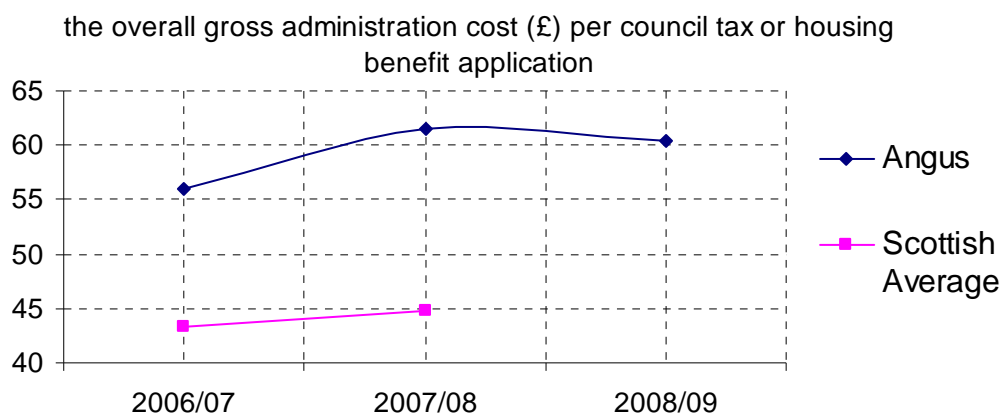
## Performance Key

Arrows:    ↑ Better    ↓ Worse    → No change    ■ Cannot be compared

## Benefits Administration

↑ Of the 2008/09 indicators compared with 2007/08, 1 was better and 2 could not be compared; when compared with Scotland 1 was below average and 2 could not be compared.

### ↑ The overall gross administration cost (£) per council tax or housing benefit application



- Performance for this indicator improved in 2008/09.
- Angus Council performance was not as good as the Scottish average.
- Based on 2007/08 Scottish Median, our 2008/09 performance would have placed us among the bottom half of Scottish councils who reported data for this indicator.

	2006/07	2007/08	2008/09
Angus	55.93	61.51	60.49
Scottish Average	43.3	44.8	

## Average time to process new and change events claims

### The number changes to customers' HB/CTB entitlement that are processed within the year per 1,000 caseload

Due to concerns raised with regard to changes to the Department of Work and Pensions method of collection of information for the Benefits Administration indicators Audit Scotland instructed councils to report the Gross administration cost per case from internal systems and advised that councils are not required to provide a return for the Paying the Right Benefit at the Right Time indicators for 2008/09 ('Average time to process new and change events claims' and 'The number changes to customers' HB/CTB entitlement that are processed within the year per 1,000 caseload'.)