

## Angus Council Report Card

### Performance Key

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

### **↑** Benefits Administration

Further information is available in the:

[2010/11 Corporate Services Service Plan](#) and  
[Corporate Services Department Annual Report 2009/2010.](#)

### **↑** **Gross administration cost per case**

	2006/07	2007/08	2008/09	2009/10	2010/11
Angus	£55.93	£61.51	£60.49	£59.34	
Scotland	£43.30	£44.80			



### **■** **Average time to process new and change events claims**

	2009/10	2010/11
Angus	11.2	
Target		16

### **■** **Change per 1000 caseload**

	2009/10	2010/11
Angus	1543.3	
Scotland		1350