

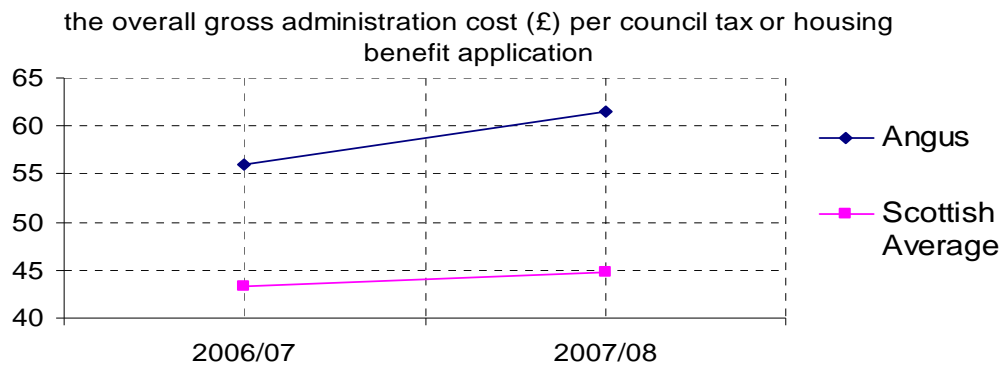
Performance Key

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

↓ Benefits Administration

Of the 2007/08 indicators compared with 2006/07, 1 was better, 2 were worse; when compared with Scotland 2 were above average and 1 was below average.

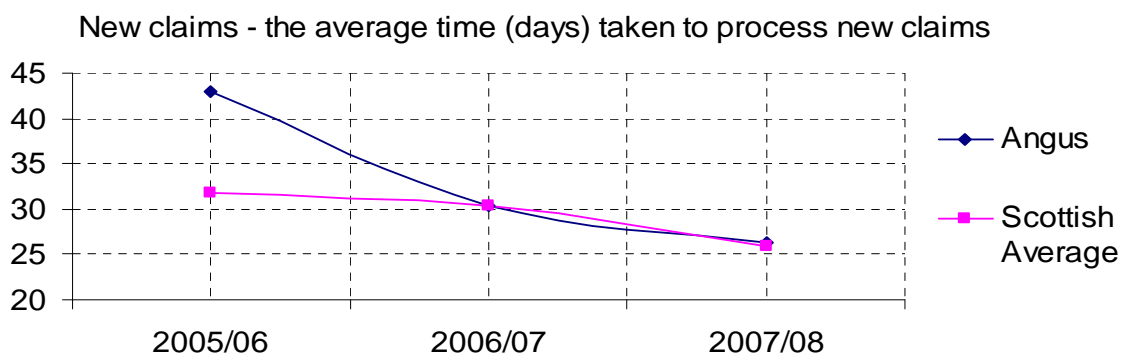
↓ The overall gross administration cost (£) per council tax or housing benefit application



- Performance for this indicator declined in 2007/08.
- Angus Council performance was not as good as the Scottish average.
- We are among the bottom half of Scottish councils who reported data for this indicator.

	2006/07	2007/08
Angus	55.93	61.51
Scottish Average	43.3	44.8
Scottish Median	45.21	46.69

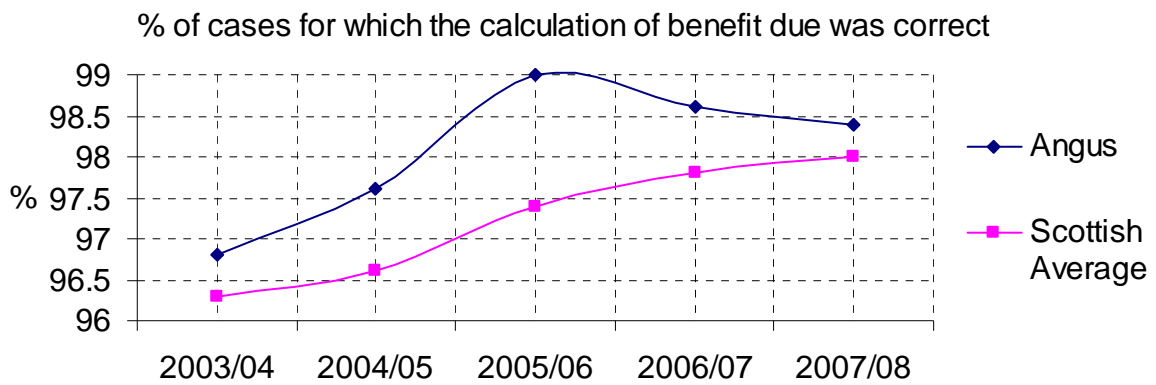
↑ New claims - the average time (days) taken to process new claims



- Performance for this indicator improved in 2007/08.
- Angus Council performance was not as good as the Scottish average.
- We are among the top half of Scottish councils who reported data for this indicator.

	2005/06	2006/07	2007/08
Angus	42.9	30.4	26.2
Scottish Average	31.7	30.4	25.8
Scottish Median	32.7	31.1	27.6

↓ **Percentage of cases for which the calculation of the amount of benefit due was correct**



- Performance for this indicator declined in 2007/08.
- Angus Council performance was better than the Scottish average.

	2003/04	2004/05	2005/06	2006/07	2007/08
Angus	96.8	97.6	99	98.6	98.4
Scottish Average	96.3	96.6	97.4	97.8	98