

The South Dorset Revenues & Benefits Partnership – Performance Information 2015/16

The South Dorset Revenues and Benefits Partnership provides Revenues and Benefits services on behalf of Purbeck District Council (PDC), West Dorset District Council (WDDC) and Weymouth & Portland Borough Council (WPBC). These services include:

- The calculation and payment of Housing Benefit;
- The calculation and award of Council Tax Support;
- The billing and collection of Council Tax and Business Rates.

As the services we provide reach into all the households and businesses throughout the PDC, WDDC and WPBC areas, it is critical that the partnership delivers high quality results. We are committed to providing services which are efficient and cost effective.

Our performance in key areas for the year 2015/16 was as follows:

Performance Indicator	Target	Purbeck DC	West Dorset DC	Weymouth & Portland BC
Number of days to process new benefit claims	18	23.43	23.84	21.91
Number of days to process changes in circumstances for benefit claims	7	7.01	6.82	7.38
Accuracy of processing benefit claims	98%	94.66%	95.03%	93.59%
Percentage of customers satisfied with the revenues & benefits service	95%	84%		
Percentage of days letters responded to within 10 days	10 days	85.53%		
Percentage of e-mails responded to within 7 days	5 days	77.00%		

We have taken the following steps to improve our performance:

- We have actively encouraged our customers to apply for benefit and report changes in circumstances on-line, which is faster than the traditional paper method.
- We are looking to introduce a SMS texting service to remind customers to provide information that is required in order to process their benefit claims. The aim of this is to improve our processing times.
- We listened to our customers who are dissatisfied with the service we provide and following a thorough review of our processes we have achieved the Customer Services Excellence Standard.
- We will look to respond to letters and e-mails in a timelier manner and with the introduction of new technology this should free up time to enable us to move towards achieving our targets.