

ANGLIA REVENUES AND BENEFITS PARTNERSHIP
JOINT COMMITTEE: 28 FEBRUARY 2008
REPORT OF THE OPERATIONAL BOARD
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ARP NATIONAL INDICATORS UPDATE REPORT

- This report seeks to advise members of the progress made since the previous report of 20th December 2007
- To approve the ARP's targets for inclusion in the 2008/09 Service Plan.

1. INTRODUCTION / BACKGROUND

- 1.1 The Service Plan report was approved by Joint Committee on 20th December 2007 enabling the partnership to produce one combined Service Plan rather than 3 individual plans, for each authority.
- 1.2 It was agreed at the last Joint Committee that the targets for the two new National Indicators would be approved after the Department of Works & Pensions (DWP) had set its targets for all authorities.
- 1.3 These targets are needed as a measure of performance for the partnership as the National Indicators (NI's) replace the current Best Value Performance Indicators (BVPI's).

2. KEY DECISION

- 2.1 This is not a key decision

3. CURRENT POSITION

- 3.1 The Partnership has received guidance from the DWP on the NI181 'Time taken to process Housing Benefit / Council Tax Benefit new claims & change events' indicator.
- 3.2 The DWP has set the average number of days for this indicator at 15.7 days. However the DWP has stated this is an assumption, rather than based upon actual data.
- 3.3 The Partnership has noted the DWP's average target in 3.2 above and has reviewed data for both the current & previous year. As a result of this the partnership wishes to set the target at 10.0 days. This is shown in the Service Plan Targets in Appendix A.
- 3.4 It should be noted for the other National Indicators (NI180 'Changes in Housing Benefit / Council Tax Benefit entitlements within the year') the baseline calculation is yet to be provided by the DWP, despite attempts to obtain this data. Once these figures have been received more meaningful targets will be shown.

4. OPTIONS AVAILABLE

- Approve the Service Plan Targets for 2008/09.

5. REASONS FOR RECOMMENDATIONS

To approve the delivery plan for the Partnership for 2008/09.

6. RECOMMENDATION(S)

It is recommended that members approve the 2008/09 performance indicators for the Partnership.