



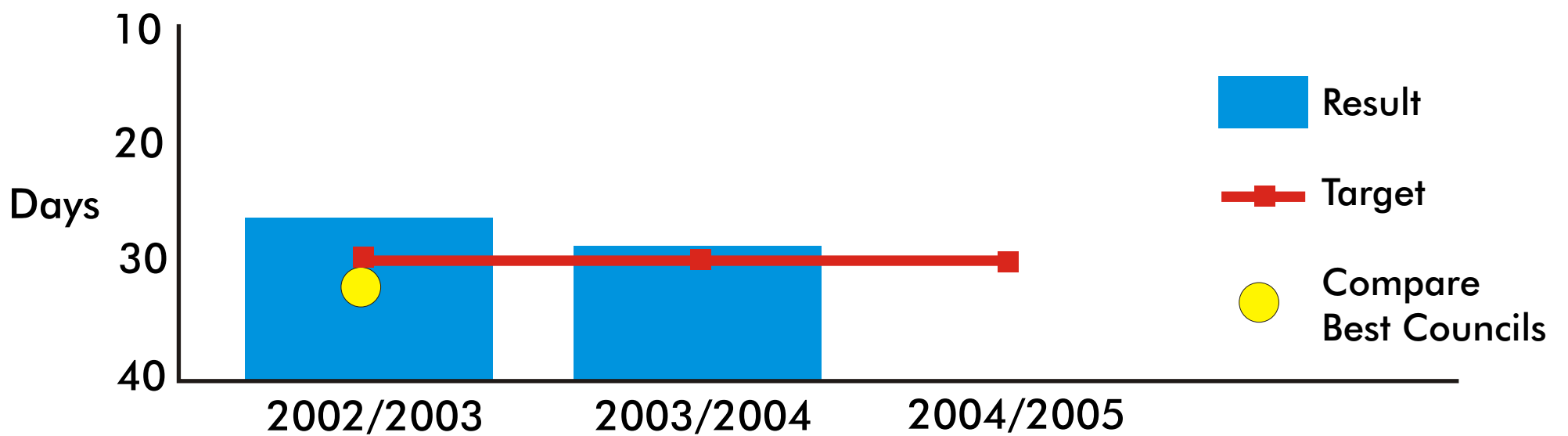
EAST CAMBRIDGESHIRE

Revenues and Benefits

Scores on the doors

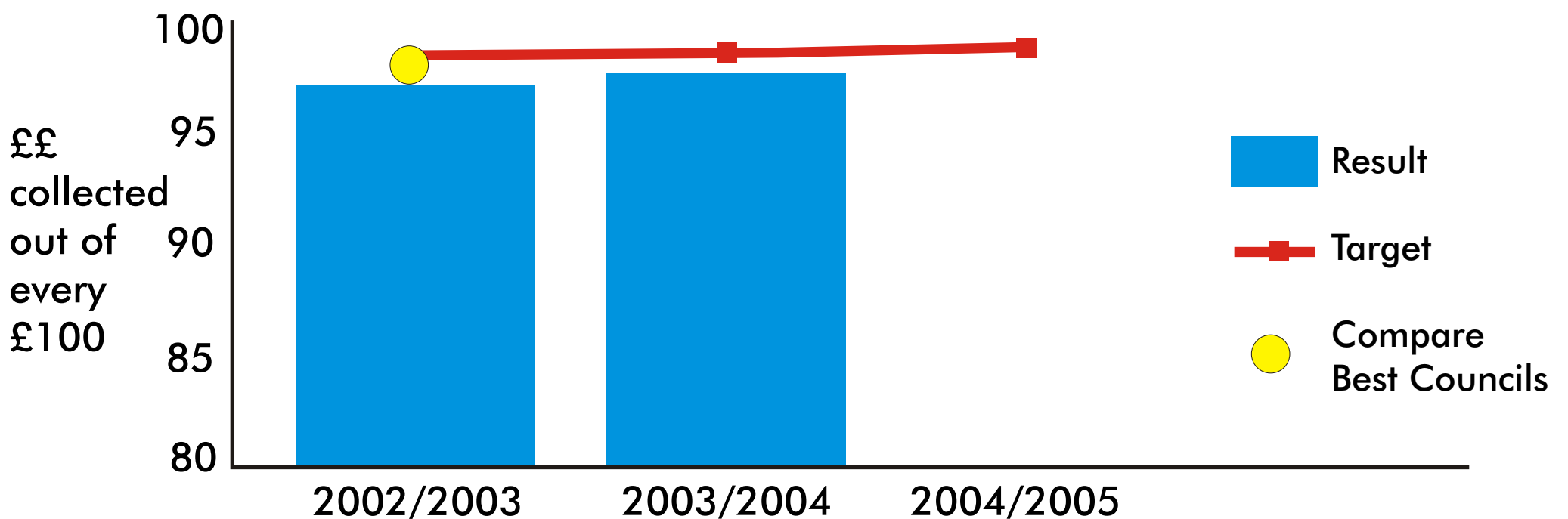
Latest results from the Council Tax and Benefits Section

How long does it take us to process your benefit claim?



We know how important it is to pay your benefit quickly. When we receive your application, we will tell you straight away if we need any more information. As soon as we have checked all the details we will write to you to say what benefit you are entitled to. Our target is to complete your claim within 30 days.

How do we rate as a tax collector?



The Council has a duty to collect Council Tax from all liable households, to help to pay for services provided by the Parish, District and County Councils, in addition to the Police and Fire Services. There are sometimes difficulties getting payment from a small number of people, but our target is to collect at least £99 out of every £100 that is due.

DISTRICT COUNCIL

Service Performance

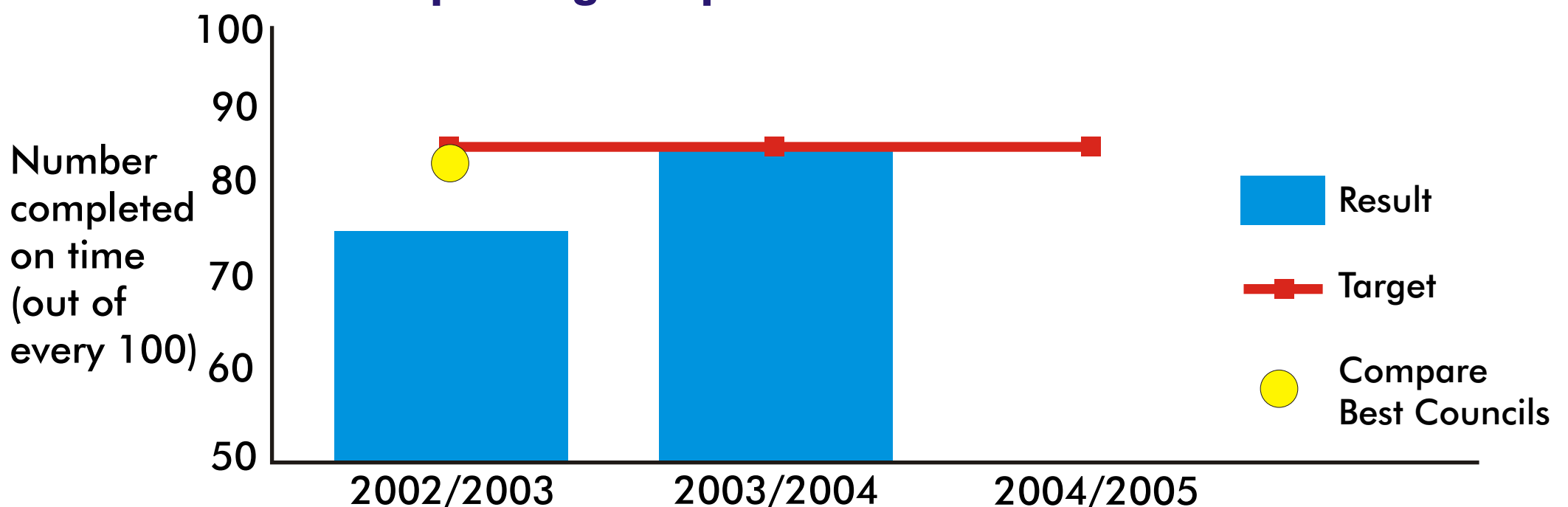


Improving our service to you

Last year, we dealt with 15 complaints about the Council Tax service and 3 complaints about Benefits - a total of 18 formal complaints. All but 3 were responded to within our ten-day deadline. We have made some important improvements to our service as a result of listening to your comments and complaints and by keeping a close check on our performance figures:

- We've added extra customer service staff to improve response times on the Council Tax enquiry line.
- We now issue temporary Council Tax accounts for those awaiting a valuation on their new home. This avoids any delay in making your monthly payments.
- We've employed more staff to improve our times for dealing with Benefit renewal claims. The chart below shows that we're back on target, with 85 out of every 100 renewal claims completed on time. This is as good as some of the best councils in the country.

Improving our performance on renewal claims



Tell us what you think

If you'd like to find out more about our performance and targets or wish to make a comment, we'd like to hear from you. You can fill out one of the comment cards available in Reception or you can telephone the Client Monitoring Team: 01353 616322

You can also use this number if you want details of how to join our Benefits User Group, where you can attend a meeting with other customers to talk to us about how you think we can improve our customer service.