

London Borough of Richmond Upon Thames

Benefits service assessment

How London Borough of Richmond Upon Thames delivers its benefits services

The service assessment is scored on the following scale:

- 1 = Inadequate performance – below minimum requirements
- 2 = Adequate performance – only at minimum requirements
- 3 = Performing well – consistently above minimum requirements
- 4 = Performing strongly – well above minimum requirements

Service assessment	2005	2006	2007	2008
The Council's performance in benefits, as assessed by the Department for Work and Pensions.	4	4	4	4

The service assessment is constructed from:

- performance information

Service assessment element	weighting	2008
Benefits performance information	100%	3.77

Benefits performance information

The 2008 benefits service assessment is determined by performance on a number of performance measures – referred to as the performance measure score.

For detailed information on the benefits scoring framework view the guide to service assessments for CPA 2008 on the Audit Commission website (www.audit-commission.gov.uk).

Performance measures

London Borough of Richmond Upon Thames scored 3.77 (out of 4) in the performance information element in the 2008 benefits service assessment.

Area	Performance measure	Weight	2008
Claims administration (total - 50%)	PM1 - Average speed of processing new claims	15%	4
	PM2 - % of new claims outstanding over 50 days	7%	4
	PM3 - % of new claims decided within 14 days of receiving all information	5%	4
	PM4 - % of rent allowance claims paid on time or within 7 days of decision being made	5%	4
	PM5 - Average speed of processing for change of circumstances	12%	4
	PM6 - % of cases for which the calculation of the amount of benefit due is correct	6%	4
Security (total - 35%)	PM10 ⁱ - Achievement of target in the no. of reductions in benefit entitlement	15%	3
	PM11 - % of data matches resolved within two months	12%	4
	PM16 ⁱⁱ - number of successful sanctions per 1,000 caseload (6 months)	8%	3
	PM16 - number of successful sanctions per 1,000 caseload (12 months)	8%	3
User focus (total - 15%)	PM17- % of applications for reconsiderations actioned and notified within 4 weeks	4%	4
	PM18 - % of appeals submitted to the tribunals service in 4 weeks	7%	4
	PM19 - % of appeals submitted to the tribunals service (inc. those in PM-18) in 3 months	4%	4

ⁱ Performance on PM10 and PM11 is based on data from a six month collection only - the first two quarters of 2007/08, as discussed in DWP's G3/2008 and G6/2008 circulars.

ⁱⁱ Performance on PM16 is based on either the full year's data or the first six months' collection only, depending on which scores more favourably. Different scoring for full year and six month's data reflects 100% or 45% respectively of the annual target, as discussed in DWP's G6/2008.

Please visit the Audit Commission website (www.audit-commission.gov.uk) for the full version of this scorecard.