



DERBY CITY COUNCIL

COMMUNITY COMMISSION 23 July 2007

Report of the Director of Corporate and Adult Services

Housing and Council Tax Benefit Claims

RECOMMENDATION

- 1.1 To consider report from the Acting Director of Resources on the housing and Council Tax claims process.

SUPPORTING INFORMATION

- 2.1 The Best Value Performance Indicators for benefits assessments in the Performance Eye have consistently been off target and the trend is also in the downward direction, prompting member to look into this more detail. The introduction of the new computer may have affected some of the claims but there may be other issues that need to be examined such as the level of information provided by partner agencies. The new Assistant Director has identified this issue as a priority and will be addressing the problems with assistance from external consultants. A report is being compiled which is expected to show the reasons for performance off target and what action is being taken to address the problems.

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Background papers: None.
List of appendices: Appendix 1 - Implications

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| IMPLICATIONS |
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Financial

1. None arising from this report.

Legal

2. None arising from this report.

Personnel

3. None arising from this report.

Equalities impact

4. Effective scrutiny will benefit all Derby people.

Corporate Priorities

5. This report links with Council's priorities for 2007-10 to:
 - make us proud of our neighbourhoods
 - create a 21st Century city centre
 - giving excellent services and value for money