

## Benefits Service Standards – January 2025

<b>Service Standards</b>		
To determine new claims and change of circumstances (the Benefit “Right Time” indicator) within an average of 16 calendar days.	Achieved	10 days
New claims to be determined within an average of 30 days.	Achieved	22 days
To see you on average within 30 minutes if you require an interview at our Benefit reception site.	Achieved	100%
To answer 80% of all telephone calls within 20 seconds.	Achieved	91% in January
To reply or action your correspondence within 10 working days when you write to us or email us.	Achieved	100% in January
To investigate any complaints within 10 working days.	Achieved	100% in January
To make an appointment to see you within 5 working days of your request for a visiting officer to come to your home to help with your Benefit claim or enquiry.	Achieved	100% in January
In 80% of cases to allow an appeal or refer to the Tribunals Service within one month of receiving all	Achieved	100% in January

the information needed in support of the appeal		
customer satisfaction - reception survey results	For information only	100% positive feedback in January from 85 comments left

\*This is a national indicator known as the "Benefit Right Time" indicator. It measures the time taken from the receipt of a new claim or change of circumstances through to the point the claim is determined. The elapsed time period includes the time taken by claimants to provide information or evidence to support