

Question from Cllr Richard Williams to Council, May 2023

Does the whole administration share the Leader's view that the doubling of the time taken by this Council to process Housing Benefit claims between January and March 2023 is "really minor"?

Written response from Cllr John Williams, Lead Cabinet Member for Resources

South Cambridgeshire's performance in the processing of benefit claims was 6 days in January, 10 Days in February and 14 days in March – which is traditionally one of the services busiest times. Our performance in processing these claims therefore continues to be very strong and we regularly outperform other Councils and achieve both our own and Government targets.

The nature of this indicator is that it will naturally vary from month to month depending upon the number of claims received, but performance was good in all three months with a comparison with the same period last year (January to March 2022) showing an improvement in performance for this year.

The Cabinet is pleased to see that the residents of South Cambridgeshire continue to receive a great service from our benefits team, who have delivered this improved performance whilst the Council are undertaking a trial of the 4-day week.