

**Norwich City Council**  
**SCRUTINY COMMITTEE**

## **Item 6**

**REPORT for meeting to be held on 26 January 2012**

### **Performance of the benefits service**

**Summary:** Members will receive a presentation on an overview of the benefits service and the opportunity to ask questions on the performance of the service.

This will include:

- Which benefits the council is responsible for administering
- Claim volumes and factors affecting workloads
- Operational performance & trends
- Overpayments – extent of overpaid benefit, how overpayments happen and what they mean to customers and to the council

**Conclusions:** The presentation should enable the scrutiny committee to determine any areas it wishes to review or monitor in the future.

**Outcome:** To consider the statistics available to the council, the ongoing operational performance, the factors influencing performance, prospects for the immediate future and the impact on customers.

**Contact Officer:** Roger Burnett – Revenues and benefits manager  
[rogerburnett@norwich.gov.uk](mailto:rogerburnett@norwich.gov.uk)  
01603 212684