

Our Aims

We aim to provide a **high quality service** to our customers **which:**

- Deals with **claims and changes in entitlement quickly** and accurately
- Is **modern and efficient**
- Provides **value for money**
- Takes **action to prevent and detect fraud** and error
- **Focuses on our customers** and is **accessible** to all our residents
- **Raises awareness** so that all of our residents receive the benefits they are entitled to
- Always looks for **ways to improve**

We will process **Extended Payment** claims within **3 working days** of receiving the information that we need, making the change into working easier and to ease financial pressure.

We aim to **complete** your benefit claim and process **changes in circumstances** as quickly as possible and **we rely on you** to provide us with the **evidence and information** we need promptly to allow us to do this.

Our target for the financial year 2008/9 was to process: changes in circumstances and new claims within 20 days.

We actually **achieved 7.8 days** on average

We aim to have a service **easily accessible** to our customers in a **variety of ways.**

We have **Welfare Benefit Advisers** at our **Customer Service Centres** by appointment at:

- Louth - Wednesday (every 2 weeks)
- Mablethorpe - Tuesday (every 2 weeks)
- Spilsby - Monday (every 4 weeks)
- Horncastle - Monday (every 2 weeks)
- Skegness - Monday to Friday

and a daily **drop-in service** at: Tedder Hall, Manby

We also have a dedicated **Benefits Helpline** 01507 609333

- 8:45am to 5.00pm Monday to Thursday and
- 8:45am to 4:45pm on Friday

We offer a **visiting officer** service for those with mobility problems or other special circumstances.

We have a team that deals with **complaints, compliments and appeals.**

We also aim to **reduce Benefit Fraud.** We have a team of **Investigating Officers** who look into allegations of benefit fraud.