

## **Good News – Corporate Resources – 04 June**

### **Housing Benefit Processing**

There is positive news on Housing Benefit processing performance from the Revenues Service Delivery Team, with the latest results demonstrating strong outcomes for housing benefit claimants.

Highland Council ranks an impressive 1<sup>st</sup> place in Scotland for Changes in Circumstances and joint 1<sup>st</sup> place in the UK delivering an excellent average turnaround of just 1.7 days.

Such high performance ensures that tenants and landlords receive prompt and accurate payments, which also supports the Housing Revenue Account and management of rent arrears.

### **Revenues & Commercialisation - Corporate Business Support**

In Revenues & Commercialisation – Corporate Business Support, **Susan MacDonald** retired at the end of May after 26 years of outstanding service. **Hayley Boomer** has been promoted to take on the role of Admin Assistant based in Fort William.

On 26 May, Corporate Business Support launched its **Public Sector Improvement Framework (PSIF) self-evaluation**, enabling a clear assessment of strengths and identifying areas for improvement. Outcomes of this work will be reported to this Committee in due course.

### **Safety, Health and Emergency Planning**

We welcomed two new members to the SHEP team: Emergency Planner Robert Scobbie and SHEP Advisor Ian Graham.

### **2026 Summer Placement Programme**

The Corporate Cluster is positively supporting this initiative including 14 of the 34 summer placements this year are from the Corporate Cluster.

### **Business Solutions**

Congratulations to Logan Maclean who recently completed a degree in cybersecurity. Logan joined the team in 2019 as a Modern Apprentice in the networks team.