

Benefits Services – Performance Improvement Plan 2008/09 & 2009/10

<b>Target Areas</b>	<b>Actions</b>	<b>Start Date</b>	<b>Potential Barriers</b>	<b>Responsibilities &amp; Key People</b>	<b>Review Date</b>
Loss of Subsidy	<ul style="list-style-type: none"> <li>Regular monitoring and analysis of performance in relation to subsidy</li> <li>Awareness training for all staff involved in benefit advice and processing</li> </ul>	- ongoing - 31/10/08	<ul style="list-style-type: none"> <li>Changes in demands on service</li> <li>Changing priorities</li> </ul>	Elaine Harper/ Lynda Reynolds  Elaine Fox	monthly
Staff Training	<ul style="list-style-type: none"> <li>Regular access to Euclidian training package</li> <li>Training needs analysis identified through quality controls, appraisals, one to ones</li> <li>Maintenance of a training matrix</li> </ul>	- ongoing - ongoing - ongoing	<ul style="list-style-type: none"> <li>Changes in demands on service</li> <li>Changing priorities</li> </ul>	Elaine Fox/ All Team Leaders/ Tracey Richards	31/12/08
Overpayment Project	<ul style="list-style-type: none"> <li>Project Team nominated and Project Plan initiated</li> <li>Actions as identified in project plan</li> </ul>	04/09/08 31/01/09	<ul style="list-style-type: none"> <li>Lack of support or commitment from other services</li> <li>Changes in demands on service</li> <li>Changing priorities</li> </ul>	Tracey Richards/ Phil Cooper/ David Pattison	31/01/09  Through Project Plan

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Publicity of the HB/CTB Scheme	<ul style="list-style-type: none"> <li>Development and maintenance of information regarding Benefit Service</li> </ul>	- ongoing	<ul style="list-style-type: none"> <li>Changes in demands on service</li> <li>Changing priorities</li> </ul>	Elaine Harper/ Caroline Deeming/ Elaine Fox Craig Walker Communication Group IT Customer Services	monthly
Liaison with external partners and Voluntary Groups	<ul style="list-style-type: none"> <li>Build on existing relationships through LSP working and RSLs</li> <li>Remove areas of duplication and maximise use of resources in contact with customers</li> </ul>	- ongoing  - 31/12/08	<ul style="list-style-type: none"> <li>Some groups may be reluctant to participate due to other priorities or needs</li> </ul>	Tracey Richards/ Elaine Harper/ Caroline Deeming Customer Services Frankie Cartwright	31/12/08
Consultation Plan	<ul style="list-style-type: none"> <li>Prepare and implement consultation and communication plan with customers</li> <li>Identify improvements to service</li> <li>Implement changes where necessary</li> </ul>	- 31/08/08  - 31/12/08  - 31/03/09	<ul style="list-style-type: none"> <li>Availability of Funding</li> <li>Changes in demands on service</li> <li>Changing priorities</li> <li>Lack of response from customers.</li> </ul>	Tracey Richards/ Elaine Harper/ Caroline Deeming Customer Services	31/12/08
Take-up strategy	<ul style="list-style-type: none"> <li>Analyse data already held by Council to target take-up campaigns appropriately and to maximum effect</li> <li>Build on established locality</li> </ul>	- ongoing  - 15/09/08	<ul style="list-style-type: none"> <li>Availability of Funding</li> <li>Changes in demands on service</li> </ul>	Tracey Richards/ Elaine Harper/ Caroline Deeming Customer Services	31/12/08

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	<ul style="list-style-type: none"> <li>working</li> <li>Undertake targeted campaigns</li> <li>Monitor and evaluate effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>- ongoing</li> <li>- ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Changing priorities</li> <li>Lack of response from customers.</li> </ul>		
Access to the Benefits Service	<ul style="list-style-type: none"> <li>Work with external partners to develop multi-agency referrals</li> <li>Extend use of ICT to assist customer contact</li> <li>Ensure needs of Benefits customers are addressed in the development of the corporate Customer Access Strategy</li> </ul>	<ul style="list-style-type: none"> <li>- 01/01/09</li> <li>- ongoing</li> <li>- 01/04/09</li> </ul>	<ul style="list-style-type: none"> <li>Partners may not sustain multi-agency working due to lack of funding</li> <li>IT development costly and may not be used by customers</li> </ul>	Tracey Richards Elaine Harper Frankie Cartwright Karen Childs	01/04/09
RSLs and Housing Service receiving and verifying claims	<ul style="list-style-type: none"> <li>Continued development and monitoring of RSL verification of new claims</li> <li>Joint surgeries</li> <li>Joint publicity</li> <li>Training of relevant staff</li> </ul>	<ul style="list-style-type: none"> <li>- monthly</li> <li>- 31/10/08</li> <li>- 31/10/08</li> <li>- 30/09/08</li> </ul>	<ul style="list-style-type: none"> <li>Changes in demands on service</li> <li>Changing priorities</li> </ul>	Elaine Harper/ Caroline Deeming	31/12/08
Benefit Notification Letters	<ul style="list-style-type: none"> <li>Progress successful Service Challenge bid for use of Formscape software to review and redesign Benefit Notification Letters</li> </ul>	<ul style="list-style-type: none"> <li>- 21/09/08</li> </ul>	<ul style="list-style-type: none"> <li>Changes in demands on service</li> <li>Changing priorities</li> </ul>	Tracey Richards/ Nikki Banks	30/12/08

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Review Letters, Leaflets and Forms	<ul style="list-style-type: none"> <li>Review standard and non-standard letters, forms and leaflets to ensure that customers can understand information and that it is provided in a clear format whilst complying with legislation</li> </ul>	- 30/11/08	<ul style="list-style-type: none"> <li>Statutory requirements must be met as a priority</li> </ul>	Elaine Harper/ Sonia Verma/ Elaine Fox	31/12/08
Review procedures and practices	<ul style="list-style-type: none"> <li>Working closely with Stafford Borough Council, review all procedures and practices in relation to Revenue and Benefit work, to identify and implement best practice and maximise use of IT systems</li> </ul>	- ongoing	<ul style="list-style-type: none"> <li>Partners have conflicting priorities</li> </ul>	Revenues and Benefits Management Team	31/12/08
Re-inspection of Benefits Service	<ul style="list-style-type: none"> <li>Regular monitoring of improvement plan to ensure that all areas of weakness are addressed</li> <li>Review of KLOE and monitoring of inspections of other authorities to identify any potential adjustments required in service delivery</li> <li>Create and build evidence file to demonstrate improvements in processes, service delivery and value for money.</li> </ul>	31/12/08	<ul style="list-style-type: none"> <li>Staff resources</li> </ul>	Tracey Richards	31/03/08