

Appendix 1

**Key Objective WM8:**

To produce and deliver on an Improvement Plan for the Benefits Service that delivers a Benefits Service that is responsive to customer needs

**Monthly Progress Update**

**Owner :** Head of Finance and Resources

**Date:** July 2010

	Programmed dates
	On target
	One month behind
	Over one month behind
	Reprogrammed/extended
	Suspended

Ref.	Action	Lead	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Comment / Corrective Action
<b>25.1 (R1)</b>	<b>Improve the management and collection of all Housing Benefit overpayments.</b>														
R1d	Review the write off policies and procedure.	David Riley													Draft policy approved at the Executive Meeting of the 28/07/10. To be considered by Full Council in September.
R1h	Overall profile of the historic debt is not reported or regularly monitored.	Mandy Vernon/ Sandra Maddox													COMPLETE Regular monitoring of aged debt analysis.
<b>25.7 (R7)</b>	<b>Performance Management</b>														

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R7b	Improve Performance management arrangements at service level. Introduce staff performance appraisals and individual or team targets for processing staff. Measure productivity systematically. Embed new performance management.	David Taylor													COMPLETE Data analysed and targets set. Revised performance management arrangements from April 2010.  Feedback given to processing staff on their current performance.
<b>25.10 (R10)</b>	<b>Customer Access</b>														
R10d	Benefits Service has not yet identified its hard to reach groups.	David Taylor													COMPLETE Regular attendance at Disability Group meetings to identify any potential problems or difficulties.

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R10e	The Service has not formally assessed whether all users have fair and equal access to the Service and its policies.	David Taylor													Linked to Corporate roll out of Equalities and completion of Equalities Impact Assessment. New e-claim form has ethnicity and disability monitoring reports included.
R10f	Some vulnerable claimants are receiving a slower service than other claimants.	David Taylor													COMPLETE Analysis undertaken to understand reasons – links made to local groups to discuss any problems.
<b>25.11 (R11)</b>	<b>Value for Money</b>														
R4g	Relate service costs directly to the outcomes and performance delivered, establishing whether improving value for money is being achieved.	Teresa Kristunas													Service costs identified and further work ongoing to link to outcomes and performance.

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R11a	Demonstrate improved outcomes that have arisen from actively exploring opportunities to work in partnership to deliver financial efficiencies	David Taylor/Teresa Kristunas													Shared Service agenda Shared training with Bromsgrove and Wyre Forest.
R11c	Compare costs to other services, calculate unit costs and seek to evaluate cost effectiveness.	David Taylor													Limited comparison already undertaken. County group to report in September on more detailed comparison.
R11d	Create robust proposals for delivering efficiency savings. Identify areas for efficiency savings that are cash-able and sustainable.	David Taylor													Shared service. E-claim form and BACS take-up.
R11e	Future investment proposals should demonstrate an awareness of linking improvement in performance to value for money	David Taylor/Teresa Kristunas													Linked to above work on identifying costs and linking to performance and outcomes.

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<b>25.13 (R13)</b>	<b>System and System Reports</b>														
R13b	Improve HB/CTB Subsidy Claim processes. Introduce testing of software releases and regular testing of claim accuracy during the year to ensure that subsidy calculation is accurate.	David Taylor /Ian Sprott													COMPLETE Monthly monitoring of claim. IBS consultancy. Work with Wyre Forest.
R13c	IBS and Anite are not being used to best effect.	David Taylor /Vicki Lewis													New reports in Anite. Import of e-claims, more auto routing of documents, campaign manager to be used. IBS consultancy and training. Letters to be improved.