

Draft Housing & Council Tax Benefit Action Plan October 2010**Appendix 2**

Action	Date	Responsible Officer	Comments / Progress
Develop clear links between the benefits service and the Council's key strategic documents	November 2010	Client Support Manager	(Ongoing at time of audit) Now complete
Develop & implement benefit overpayment policy	December 2010	Section Head (Revenues & Benefits)	Ongoing
Carry out PDP's for all benefits staff	September 2010	Section Head (Revenues & Benefits)	(Ongoing at time of audit) now complete
Develop a monitoring and reporting system for performance against customer service standards	January 2011	Section Head (Revenues & Benefits)	Outstanding
Develop benefits take up strategy	February 2011	Section Head (Revenues & Benefits)	Outstanding
Carry out Registered Social Landlord survey. Analyse results and report findings	November 2010	Section Head (Revenues & Benefits)	Ongoing The survey is complete and work has started on analysing the results.

Create a central recording system for all management checks & record on Covalent system	December 2010	Section Head (Revenues & Benefits)	
Formally record and analyse results of bi-monthly customer satisfaction survey	December 2010	Section Head (Revenues & Benefits)	
Analyse and publish Registered Social landlord survey results	December 2010	Section Head (Revenues & Benefits)	
Reduce time taken to process new claims and claims outstanding for more than 50 days by ensuring that the new claim action plan is being implemented	April 2011	Section Head (Revenues & Benefits)	
Set targets to improve the level of financial and non-financial pre-payment accuracy rates	December 2010	Section Head (Revenues & Benefits)	
Expand the analysis of intervention outcomes to identify trends and patterns which will assist in identifying opportunities for learning, development and improvement of the service	April 2011	Section Head (Revenues & Benefits)	

Consider the prioritisation of the recovery of fraud overpayments and administrative penalties when overpayments are transferred to Corporate Arrears System.	June 2011	Section Head (Revenues & Benefits)	
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