

Systems Review Action Plan: Improvement Grants (08.09) - S.018.09						Action Plan 1
Ref. No.	Finding	Recommendation	Priority	Management Comment	Manager Responsible	Date of Action
1.	Performance Indicators The section does not use performance indicators to assess its progress against section targets and objectives.	It is recommended that in-house performance indicators are developed to assess progress against section targets and objectives and to confirm that the section is performing efficiently and effectively. These could relate to the time taken to process applications, issue payments, levels of satisfaction with the service etc.	Low Risk	It is difficult to monitor performance at present as the grants approval process relies on funding availability and information that must be provided by the applicant, both of which we cannot control. The grants system will soon be changing to a "Scheme of Assistance" and the development of performance monitoring will be postponed until this new scheme is up and running.	Patrick McLaughlin	Sept 2010
2.	Buildings Insurance Applications are not supported by valid and appropriate buildings insurance policies.	It is recommended that evidence of valid and appropriate buildings insurance is requested from grant applicants to ensure that any works carried out on property is protected.	Low Risk	The requirement for buildings insurance does not appear to be a condition in the new Housing Act, however, this can be taken up with Legal and introduced with the new Scheme of Assistance if no problems are foreseen.	Patrick McLaughlin	April 2010
3.	Conditions on Title Deeds The Council charges a £25 fee so that the conditions of grant can be added to the title deeds of the house. However, conditions are not normally added.	It is recommended that the conditions of grant are recorded on the title deeds of the house.	Low Risk	We will liaise with Legal and endeavour to have conditions added to the title deeds.	Patrick McLaughlin	April 2009

Systems Review Action Plan: Systems Review Action Plan: Housing Benefits Admin 2008-09 S.007.09 **Action Plan 2**

Ref. No.	Finding	Recommendation	Priority	Management Comment	Manager Responsible	Date of Action
1.	<p><u>Housing Benefit Claim Form</u></p> <p>The Housing Benefits Claim Form does not include the office opening hours, nor is it available for downloading on-line.</p>	<p>It is recommended that the opening hours should be added to the claim form and that the form be made available on the Benefits Website so that it can be downloaded by claimants.</p>	Low Risk	<p>Agreed. A new claim form is currently with the printers and the office opening hours have been included and the new form will be added to the internet website.</p>	Marion Smith, Section Head	28 th February 2009
2.	<p><u>Register of Valuable Documents</u></p> <p>A register is kept of valuable documents received (Passports, driving licences, etc.) and a separate record is kept of valuable documents returned.</p>	<p>It is recommended that one register be kept of valuable items received and returned, which will confirm that valuables have not been kept unnecessarily.</p>	Low Risk	<p>Agree. This will be implemented immediately.</p>	Marion Smith, Section Head	Already Actioned
3.	<p><u>Valuable Documents</u></p> <p>On occasions when valuable documents are not returned on the same day, they are left in an open mail tray.</p>	<p>It is recommended that all valuable documents are kept in a locked cupboard until they are to be returned.</p>	Medium Risk	<p>Agreed. This will be implemented immediately.</p>	Marion Smith, Section Head	Already Actioned

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4.	<p><u>Verification</u></p> <p>From a sample of thirty, there were four occasions where a bank statement had not been requested to confirm the amount of Capital held. The applicant was in Homeless Accommodation in all four cases, so they may not have a bank account. However, if that is the case, then it should be recorded on the system.</p> <p>In the sample there was one case where only four weekly pay-slips were shown on the system, with no explanation why there was not the usual five. If there is a valid reason, it should be recorded.</p>	It is recommended that staff be reminded to record all relevant details.	Medium Risk	Staff have been reminded of the requirement to obtain bank statements and that explanations should be recorded for unusual events.	Marion Smith, Section Head	Already Actioned.
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