

Housing Benefit Action Plan

January 2009

Action	Date	Responsible Officer	Comments / Progress
Develop business plan for Revenues & Benefits Service	April 09	Section Head (Revenues & Benefits)	
Develop clear links between the benefits service and the council's key strategic documents	May 09	Exchequer Manager	
Obtain Committee approval for Corporate Debt Policy	December 08	Exchequer Manager	Complete
Develop & implement benefit overpayment policy	June 09	Section Head (Revenues & Benefits)	
Develop & implement training strategy	April 09	Section Head (Revenues & Benefits)	This will form part of the Business Plan
Carry out PDP's for all benefits staff	June 09	Section Head (Revenues & Benefits)	This timescale is dependent on a corporate roll out of the new scheme
Improve web site to include: <ul style="list-style-type: none"> - ability to download benefits application form - provide more information and guidance on the benefits service and advice agencies - provide more information on the Benefits Investigation Team - ability to complete an online fraud referral 	September 09	Section Head (Revenues & Benefits)	
Consider feasibility of facility to complete benefits claim on-line	December 09	Section Head (Revenues & Benefits)	

Develop a monitoring and reporting system for performance against customer service standards	October 09	Section Head (Revenues & Benefits)	
Develop benefits take up strategy	October 09	Section Head (Revenues & Benefits)	
Carry out Registered Social Landlord survey. Analyse results and report findings	June 09	Section Head (Revenues & Benefits)	
Analyse trends, patterns and training issues from management checks and report findings to senior management on a regular basis	April 09	Section Head (Revenues & Benefits)	
Include performance management information in the Quarterly Performance Report on appeals & reconsiderations and counter fraud performance including recovery of fraud overpayments	April 09	Section Head (Revenues & Benefits)	
Monitor performance in processing and overpayment recovery and highlight any drop in performance and difficulties to Senior Management	March 09	Section Head (Revenues & Benefits)	
Analyse outcomes of interventions to identify learning & improvement opportunities	August 09	Section Head (Revenues & Benefits)	
Review interventions programme	September 09	Section Head (Revenues & Benefits)	
Analyse appeals & reconsiderations to establish reasons for requests and identify trends and opportunities for learning and improvement	May 09	Section Head (Revenues & Benefits)	

Monitor and manage caseload of Benefit Investigation officers	March 09	Section Head (Revenues & Benefits)	
Publish successful prosecutions on the council's website and in the local press	March 09	Section Head (Revenues & Benefits)	This can only be actioned when we have a successful prosecution
Include publicity on the Benefits Investigation Team in the Registered Social landlord newsletter and investigate other avenues of publicity	August 09	Section Head (Revenues & Benefits)	
Develop local targets for Benefits Investigation team and include these in QPR	August 09	Section Head (Revenues & Benefits)	
Set target for cost per claim 08/09	Complete	Section Head (Revenues & Benefits)	