

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

<b>Create a central recording system for all management checks &amp; record on Covalent system</b>	<b>December 2010</b>	<b>Section Head (Revenues &amp; Benefits)</b>	
<b>Formally record and analyse results of bi-monthly customer satisfaction survey</b>	<b>December 2010</b>	<b>Section Head (Revenues &amp; Benefits)</b>	
<b>Analyse and publish Registered Social landlord survey results</b>	<b>December 2010</b>	<b>Section Head (Revenues &amp; Benefits)</b>	
<b>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</b>	<b>April 2011</b>	<b>Section Head (Revenues &amp; Benefits)</b>	
<b>Set targets to improve the level of financial and non-financial pre-payment accuracy rates</b>	<b>December 2010</b>	<b>Section Head (Revenues &amp; Benefits)</b>	
<b>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</b>	<b>April 2011</b>	<b>Section Head (Revenues &amp; Benefits)</b>	

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