

Benefits Service Plan – 2009/10 (as at 31/12/09)

| Objective | Success Criteria | Responsible Officer(s) | By when |
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| Communications with our customers & stakeholders | | | <i>Update in italics</i> |
| Review of benefit notifications and templated letters requesting further information to ensure clarity | Reduction of avoidable contact and faster processing of claims | JN, JC & Liberata | Entitlement notifications – <i>Review undertaken, only limited changes able to be made</i> Templated letters – <i>Several amendments made, will be kept under ongoing review</i> |
| Building on the strong relationship that exists with Housing Associations. | Continuation of regular liaison meetings with HA's. Joint working parties to be set up where appropriate | JN & Liberata | Ongoing |
| HB/CTB take-up event to be arranged for residents of working age | Event attracts outside agencies and provides useful information to pensioners. Ultimately leading to an increase in benefit take-up | Monitoring Team | <i>Will be providing advice and holding a stall at a "fresh start" event on 10/02/10.</i> |
| Further Landlord forum to be held | Encouraging landlords to rent properties to benefit claimants | JN & Liberata | <i>Attended event and provided advice. Good attendance</i> |
| Meetings with the Chinese and Caribbean communities | Formulation of a support framework assisting claimants to claim HB | JN & JC | <i>Have met with the Caribbean community Awaiting date to meet with Chinese Community.</i> |
| Additional surgeries arranged for people with mental health issues | Provision of surgeries for claimants in other geographical areas of the authority | JN & Liberata | <i>Additional surgeries commenced in Anerley and Orpington.</i> |
| Customer satisfaction survey to be undertaken | Survey undertaken and improvement plan formulated based on results | JN & Liberata | Survey completed and results analysed |
| Claim administration | | | |
| Extension of HA staff verifying documentation | Recently trained HA staff commence verifying documents on behalf of the | JN & JC | <i>Two groups of HA employees now trained on</i> |

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| | benefits section | | <i>verification of documents.</i> |
| Drafting of service specification for inclusion in tender documentation | Specification and Service Level Requirements clearly state requirements placed on the contractor | JN | July 2009 <i>Final draft produced, awaiting final "legal" clearance.</i> |

JN
JC

John Nightingale
Jayne Carpenter

Appendix 10