

### Benefits Service Plan – 2011/12 (as at 31/3/12)

Objective	Success Criteria	Responsible Officer(s)	By when
<b>Communications with our customers &amp; stakeholders</b>			
Ongoing 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	Ongoing
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	Further meeting arranged to draft SLA for 2011/12
HB/CTB take-up event to be arranged for residents of pensionable age	Event attracts many outside agencies and visitors. Those attending obtaining useful information and where appropriate being provided with a full benefit	Monitoring Team	Event undertaken successfully. Good numbers of exhibitors and attendees. Feedback very positive
Further Landlord forum to be held	Encouraging landlords to rent properties to benefit claimants	JN & Liberata	Attended 2 landlord forums to date this year.
Meetings with community groups	Building on our links in the community, with the aim of making the service accessible to all	JN & JC	Ongoing
Customer satisfaction survey to be undertaken	Survey undertaken and improvement plan formulated based on results	JN & Liberata	Survey undertaken, results show an improvement on previous year.
<b>Claim administration</b>			
Extension of HA staff verifying documentation	Increase in the number of individuals and associations trained to verify documents on behalf of the Benefits Service	JN & JC	Further training session undertaken for HA staff wishing to verify claims
Selection of the preferred supplier to administer the Benefits service from April 2011	Smooth transition and improved performance over the life of the new contract	JN & JC	Contract with Liberata signed

JC                      Jayne Carpenter  
 JN                      John Nightingale