

Benefits Service Plan – 2012/13

Objective	Success Criteria	Responsible Officer(s)	By when
Communications with our customers & stakeholders			
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	October 2012 - further review of the wording of our letters to ensure that up to date information is included
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.	JC	We continue to attend the Housing Federation meeting with LBB to ensure that we are working closely with our RSL's
Targeted benefit surgeries to continue throughout the borough, with the need for new venues being reviewed	Surgeries are well attended and meet the needs of the client groups. Further sessions to advise of legislative changes	JC	August/September 2012
Further attendance at Landlord forums	Landlords to have a basic understanding of HB and be aware of proposed changes	JN & Liberata	Liberata continue to attend Landlord forums
Claim administration			
Introduction of the size criteria for RSL properties	All affected claimants and RSL's are informed before 1.4.13	JC	On-going
Introduction of Council tax Support scheme	Scheme adopted by the Council by the legislative deadline	JN	Adoption of the scheme by 31.1.13
Introduction of the Benefits Cap	All affected claimants are notified	JC	Ongoing – DWP list currently being reviewed
Successful move of the reception area to the Civic Centre	No disruption to service	JN, JC & Liberata	July 2012 – a Liberata Project Manager is involved in ensuring a successful move of the reception area to the Civic Centre

JC
JN

Jayne Carpenter
John Nightingale

Appendix 11