

# Finance and Management Performance Action Plans 2019/20 Quarter 1

## Appendix D



O5.1 Expand services in the Customer Contact Centre and maintain facilities for face to face enquiries where required

**76%**

**Target >80%  
of calls  
answered  
within 20  
seconds**

### There are four actions for Finance and Management

**Theme** - Outcomes

**Action – O5.1** Ensure services remain accessible to residents and visitors.

**Target vs performance :-**

Q1 Target	>80%
Q1 Performance	76%

**Trend (compared to last year) :-**

18/19 - Q4 target not achieved 76.6%

**Background**

April & May are always extremely busy months for Customer Services due to annual council tax billing.

High volumes of calls are received for Council Tax Bills and over 2000 reminders issued mid-April as well as a high level of summons issued in May.

During Q1 there 7,440 visitors to the Council.

As well as the above, there has been long term sickness in Customer Services with one staff member, who has now returned to work. Two staff members have also transferred to Revenues & Benefits following the re-structure.

**Key actions underway**

Have now recruited and have two members of staff and training is currently underway

**Opportunities/risks**

There is still a potential risk due to impact of training new staff. However, now we have a full complement of staff, we are confident the service will continue to improve for our customers

We are still looking to improve processes by new technology, i.e, webchat, integration of systems as well as exploring homeworking for staff.



PE2.2 Average time  
for processing new  
Benefit claims.

**22.9 days**

**Target -  
<18 days**

## Theme - People

### Action – PE2.2 Average time for processing new benefit claims

#### Target vs performance :-

Q1 Target <18 days  
Q1 Performance 22.9 days  
Annual Performance: 22.9 days

#### Trend (compared to last year) :-

2018/2019 Q4 Performance 18.5 days  
Annual Performance met: 17.5 days

#### Background

The progressive rollout of Universal Credit (UC) is starting to impact on recent performance. This is because of the inherent delays in the UC processing cycle which will delay the point at which a claim may be calculated by the Council following an application made to it.

Added to this, benefits processing has been under resourced by one FTE.

#### Key actions underway

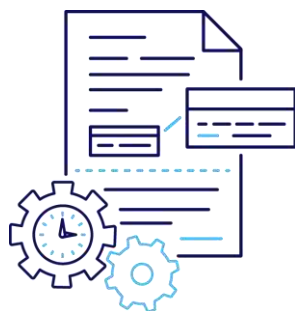
Work is being carried out to identify and design a revised methodology and indicator that continues to give Members the accurate information and an assurance that claims are being processed promptly by assessors once all the information has been received from all sources (including the DWP).

Benefits Assessor vacancy was filled on 1.5.2019. Priority will be to train new assessor on new claim processing.

#### Opportunities/risks

Redesigning the methodology allows the ongoing opportunity to work more closely with the DWP to identify and resolve issues where delays occur as a result of the changes to procedures following the full migration of claims to UC. This will also help minimise rent arrears for Council Tenants.

There is still a potential risk due to impact of training new assessor.



PE2.3 Average time for processing notifications of changes in circumstances

**10.6 days**

**Target -  
<8 days**

## **Theme - People**

**Action – PE2.3** Average time for processing notifications of changes in circumstances

### **Target vs performance :-**

Q1 Target <8 days  
Q1 Performance 10.6 days  
Annual Performance: 10.6 days

### **Trend (compared to last year) :-**

2018/2019 Q4 Performance 4.12 days  
Annual Performance met: 6.41 days

### **Background**

The progressive rollout of Universal Credit (UC) is starting to impact on recent performance. UC is reassessed on a monthly basis which in turn produces a change in circumstance notification for the Council to reassess Council Tax Reduction.

In Q4 2018/2019, we received 986 UC change in circumstance notifications compared to 2903 in Q1.

### **Key actions underway**

Testing has successfully been completed to automate UC change in circumstance records. This went live 24.06.2019

Additional resource has been sourced to process Verified Earning of Pension (VEP) alerts.

### **Opportunities/risks**

Automation of some UC records and additional resource to process VEP alerts will improve the service provided to customers.



PL1.8 Capital maintenance programme for investment in public buildings.

**Not  
Achieved**

Target -  
Draw up proposed  
programme, consult  
and match to  
resources.

**Theme - Place**

**Action** – PL1.8 Delivery of capital programme/s to improve community infrastructure

**Target vs performance :-**

Q1 Project Target - Draw up proposed programme, consult and match to resources.

Measure not met - assessment still being undertaken to establish nature, cost and prioritisation of repair works.

**Trend (compared to last year) :-** N/A – New measure

**Background**

Action to be implemented following restructure

**Key actions underway**

Cost effective solutions being investigated for the preparation of condition surveys. Quotes sought from consultants, to be compared against alternative temp recruitment to undertake these surveys.

**Opportunities/risks**

Completion of condition surveys will enable informed decision-making on maintenance priorities. Competing work priorities will impact on the delivery timescales.