

# Benefits

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Presentation to Resources Overview and Scrutiny Committee 16<sup>th</sup> December 2004

# Performance Review

# Benefits

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## **Performance**

- Current and Projected performance
- Actions to improve performance
- Risks
- Medium term improvements
- Any questions?

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## Current and projected performance

Description	Current perf	Projected perf for final 1/4	Original Target 2004/05	Revised target 2004/05	Year 1 2005/06	Year 2 2006/07	Year 3 2007/08
BVPI 78A Average number of days to process new claims	<b>73.35 days</b>	37 days	42 days	65 days	45 days	36 days	33 days
BVPI 78B Average number of days to process a c/circs	<b>35 days</b>	24 days	13 days	30 days	17 days	9 days	8 days
BVPI 79A Accuracy of processing % claims correct	<b>97.2%</b>	98.5%	97%	98%	98%	99%	99.5%
% of new apps processed within 14 days	<b>61%</b>	76%	89%	63%	80%	90%	95%
% of new rent allowance claims paid on time	<b>42%</b>	62%	82%	47%	65%	86%	90%

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## Impacts

- Legislative changes
- Difficulties in recruiting
- PTCF and FSS involvement
- Overtime ban
- Relocation of the service
- Customer access
- Verification framework

## Actions

- Training, procedural notes
- improving
- Better planning
- Negotiating with UNISON
- Now complete
- New form, RSL's, FSS
- Monitoring impact

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## Impacts

- New staff
- Training
- Set up project teams
- Special exercises
- Review of procedures
- Delays in processing
- Claims awaiting info

## Actions

- Training complete
- On key issues
- Backfilling posts
- Specialist team set up
- Improved procedures
- Improved performance
- Special exercise to clear

Benefits

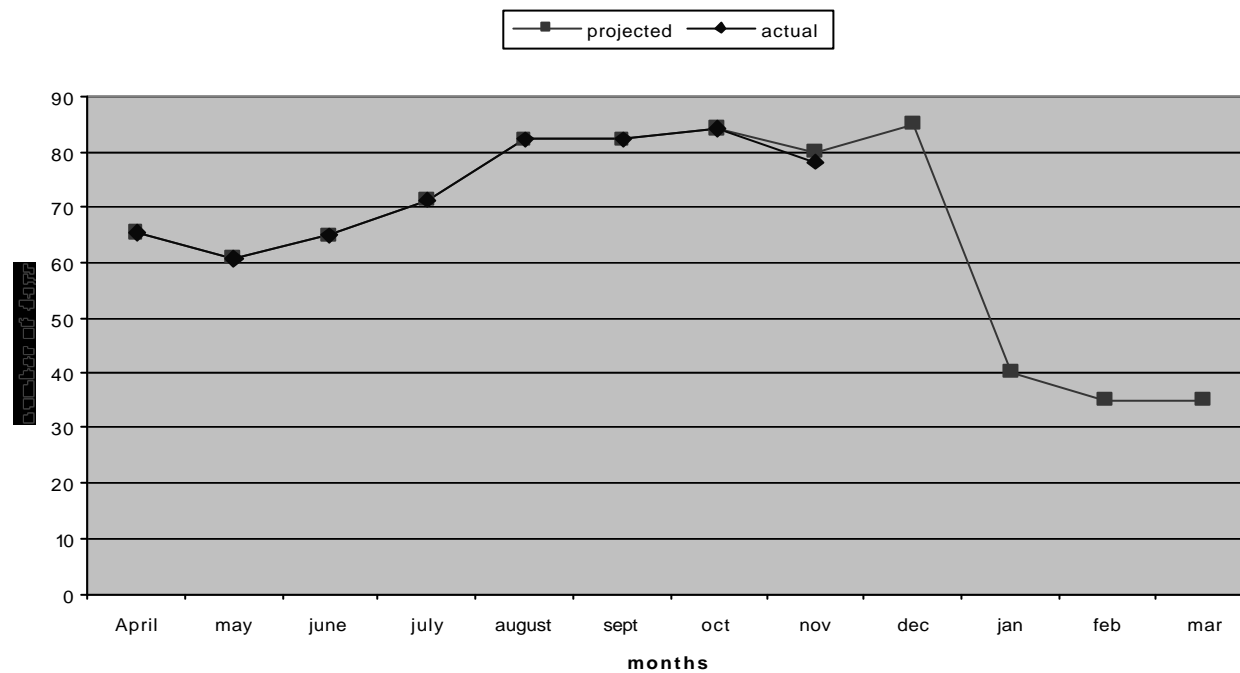
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**Projected Improvements**

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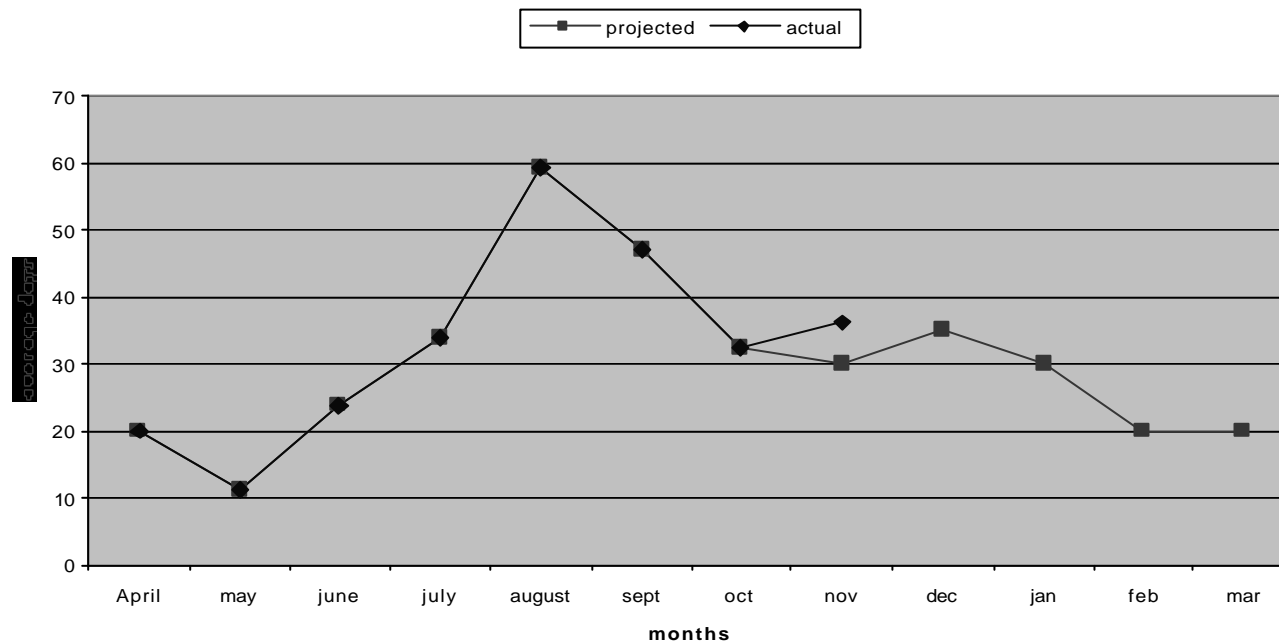
average number of days to process a new claim 2004/2005



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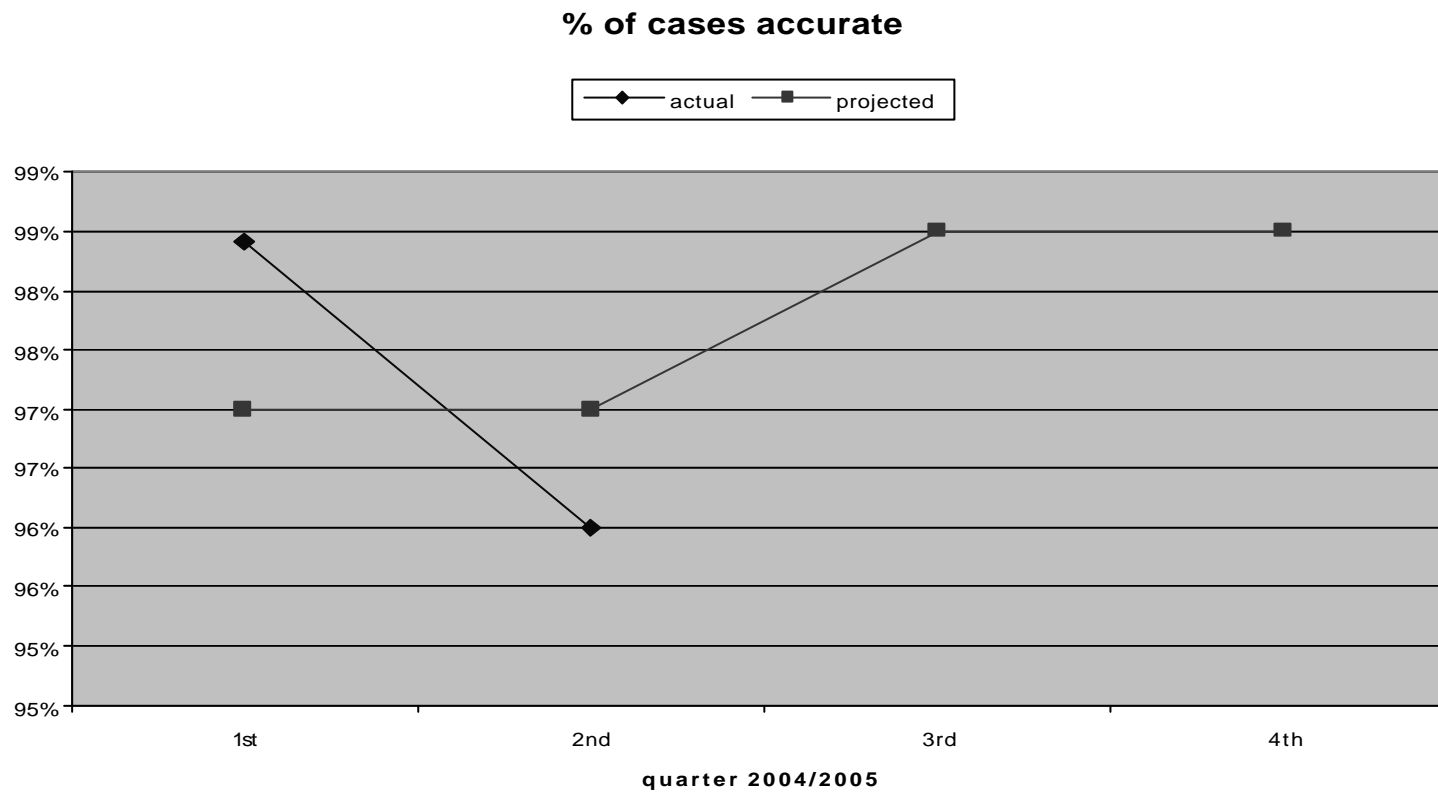
average number of days to process a change in circumstances  
2004/2005





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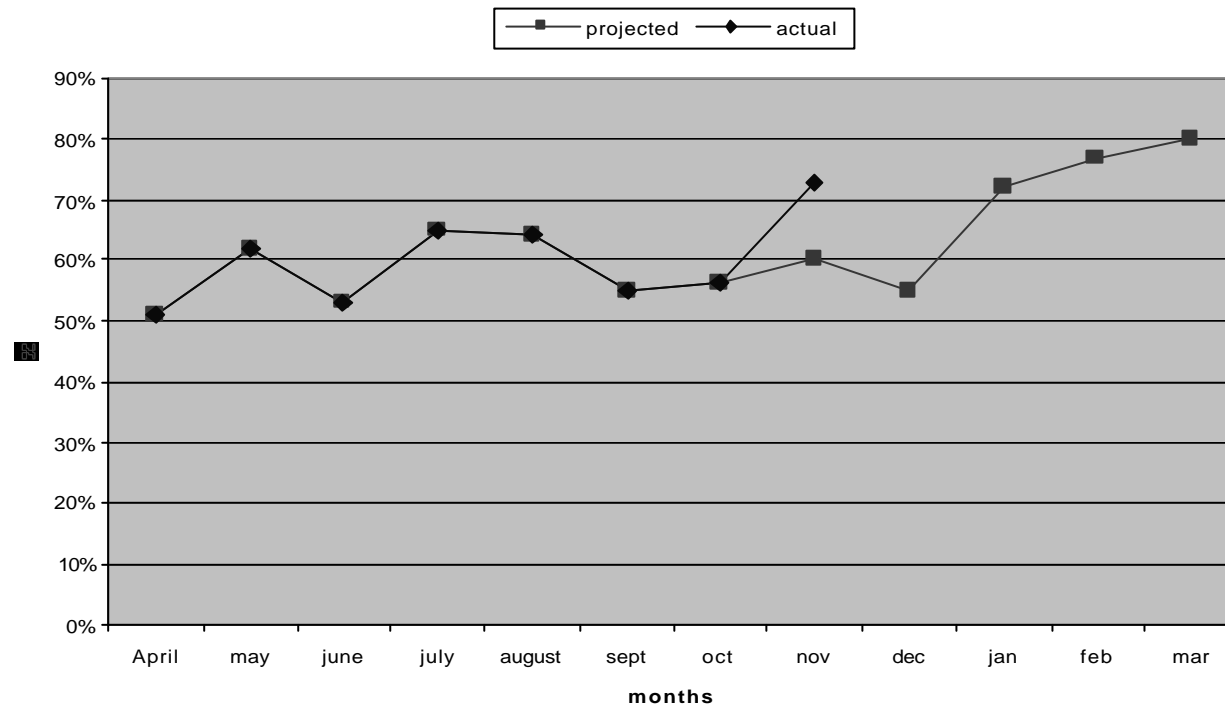
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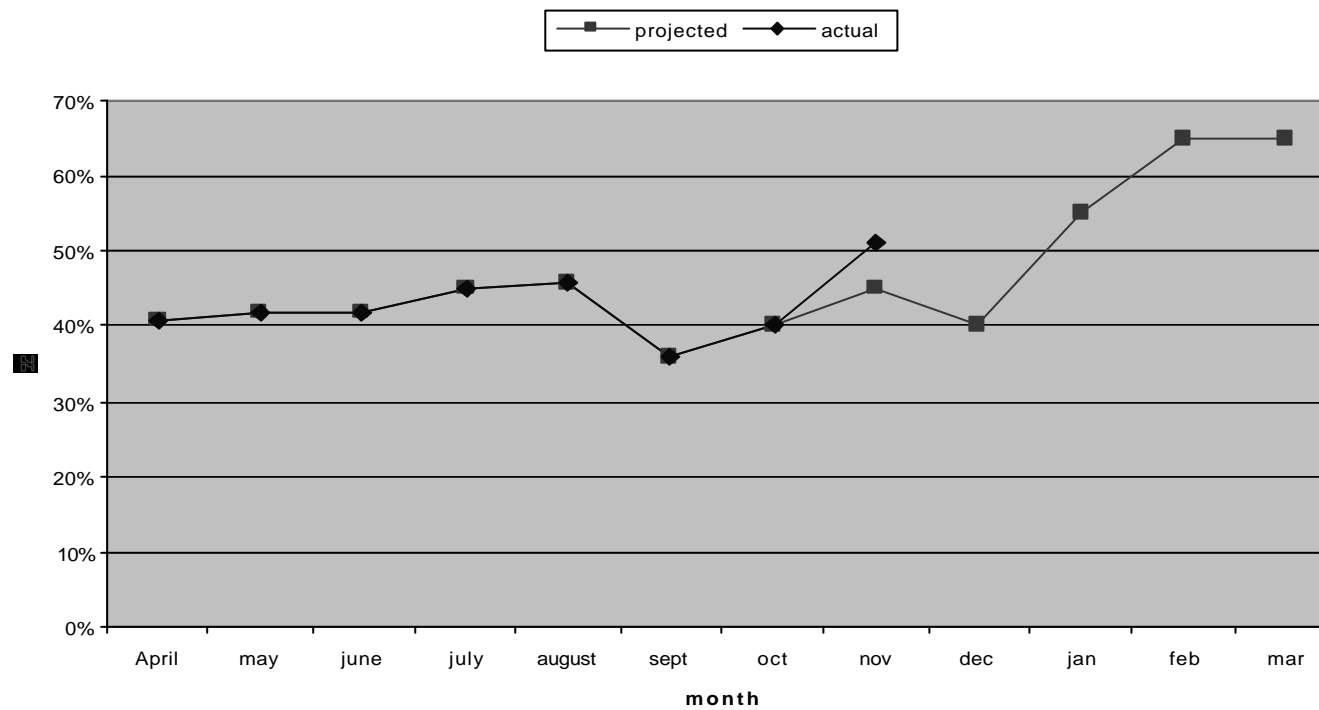
**% of new claims processed within 14 days 2004/2005**



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**% of new claims paid on time 2004/2005**



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## Risks

- Difficulty recruiting
- System availability
- Legislative changes
- Impact of verification framework
- Impact of PTCF and FSS
- Additional grant claim work
- Industrial relations
- Accommodation moves for FSS

# Benefits

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## **Medium term improvements**

- New structure
- New processing system
- First Stop Shop
- Document Management system
- PTCF

# Benefits

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- Thank you for your time
- Have you any questions?