RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q2 2018/19

Time taken to process Housing Benefit/Council Tax Benefit new claims and change events

INDICATOR NAME

CURRENT PERFORMANCE

Outturn	15.58
Target	10

HISTORIC PERFORMANCE

	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19
Outturn	13.0	14.8	32	14.52
Target	10	10	10	10

REASONS FOR CURRENT UNDERPERFORMANCE

We continue to receive a high level of work from HMRC (Her Majesty's Revenues and Customs) advising us of customers who have had an increase in their income and failed to advise us of this change. We were given funding for 2 additional posts to assist with this additional work but unfortunately we were unable to recruit to the posts (no candidates had sufficient benefit knowledge) and therefore the additional work has fallen to the Benefits team.

In addition there were two vacancies as a result of staff turnover, leaving the team of 13 with 4 vacancies.

PROPOSED ACTIONS TO CORRECT UNDERPERFORMANCE (OR REASONS WHY NO ACTION NECESSARY)

The service has successfully recruited two additional staff on fixed term contracts and has employed agency staff to cover the remaining posts. Through daily management of the workload and the additional staff employed we expect to reduce our workload.

Whilst the workload is being reduced the service is **prioritising** to reduce the customer impact.