

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q3 2018/19

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

INDICATOR NAME

CURRENT PERFORMANCE

Outturn	16.86
Target	10

HISTORIC PERFORMANCE

	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Outturn	14.8	32	14.52	15.58
Target	10	10	10	10

REASONS FOR CURRENT UNDERPERFORMANCE

The Benefits Service has had difficulty in recruiting experienced staff to the team due to the uncertain future of Housing Benefit and Council Tax Support as a result of Universal Credit. The Service has as a result recruited 2 members of staff new to the area of benefits administration for which it has a training plan covering the next 6 months.

The service continues to hold 3 vacancies (1 post following a long term absence) which the service is re advertising, this time offering part time hours and a career grade in the hope we can achieve suitable candidates.

Despite the above challenges the service performance has shown improvement with the outturn for December being an average processing time of 14 days compared to 17 days in October & November.

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

It is expected that as the staffing situation improves performance will be brought back in line with the target and as an interim measure agency staff are being used to maintain performance.