

Draft Improvement Plan 2008/9

Recommendation	Action	By when	Lead officer	Outcome	Resources
1. Build service around customer needs	1a Analyse benefit client group via interrogation of existing system by working age , ethnicity and disability	Dec 08	Lead improvement plan officer	Information to target publicity/ promotion activity	Existing resources
	1b Use mosaic data base to analyse potential client data base	Dec 08	Lead improvement plan officer	Information to target publicity/ promotion activity	Existing resources
	1c Establish customer review programme based on complaints and compliments	Dec 08	Rosie Corah	Service improvements based on programme of change based on response to customers	Existing resources
	1d Consultation programme with 600 current benefit customers	Dec 09	Shanaz Alam	Customer stasfaction and service improvement recommendations	£ 2,200 plus staff resources
	1e Hold benefits 4 you outreach event	Jan 08 (subject to date confirmation)	Improvement plan focus group	Face to face engagement with community to promote benefit service	£ 500 plus staff resources
	1f Establish benefit customer focus group and hold first meeting by April 2009	Dec 08	Lead improvement plan officer	Customer input into service improvements	Existing staff resources

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	1g Develop programme of out reach surgeries including joint surgeries with RSL and pensions service	Complete	Lead improvement plan officer	Increased take up of benefits	Existing staff resources
	1h Develop mystery shopper programme in partnership with neighbouring LA's	Jan 09	Lead improvement plan officer	Independent verification of service quality	Existing staff resources
	1i Develop reception improvement plan based on customer consultation	Jan 08	Reception improvement project group	Improved customer experience and improved access to services	£ 4,000
	1j Publish existing service standards and then work with focus group to develop customer focused revised standards	Jan 09	Lead improvement plan officer	Established customer sensitive service standards	Existing staff resources
	1k Complete equality impact assessment of benefit service and publish	Dec 08	Shanaz Alam	Equality improvement action plan	Existing staff resources
2. Establish centralised library of procedures, training notes etc	2a Programme of review of procedures to be established	Dec 08	Shanaz Aam	Consistent , standardised procedures	Existing staff resources
3. Establish and clarify links with Local area agreement	3a Review LAA priorities	Dec 08	Shanaz Alam	Identified links to LAA priorities	Existing staff resources
	3b Establish service contributions to LAA targets e.g. NI 142	Dec 08	Shanaz Alam	Identified contributions to targets	Existing staff resources

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	3c Benefit service planning exercise	Dec 08	Simon Hendey	Service plan based on full staff engagement and ownership	Existing staff resources
4. Establish better ways to benchmark and prove VFM	4a Establish benchmarking club from CIPFA and Meritec inspection data	Dec 08	Lead improvement plan officer	Improved value for money	Existing staff resources
	4b, Establish joint working with neighbouring LA's to benchmark VFM	Dec 08	Lead improvement plan officer	Improved service delivery and VFM in a local context	Existing staff resources
5. Establish organisational leadership/ challenge of the service	5a, Report to Environment, culture and communities Over view and scrutiny committee to gain involvement in improvement plan	Dec 08	Simon Hendey	Member endorsed and supported improvement plan	Existing staff resources
	5b Develop programme of staff focus group activity to implement improvement plan recommendations	Oct 08	Lead improvement plan officer	Staff engagement and ownership of improvement plan	Existing staff resources
	5c Review communication strategy with staff and undertake consultation exercise on staff satisfaction	Dec 08	Simon Hendey	Plan to improve two way communication with staff and recognise staff contributions	Existing staff resources
	5d Identify staff satisfaction survey results 2007 for the benefit service and develop improvement plan	Dec 08	Shanaz Alam	Improved responses from 2009/10 satisfaction survey	Existing staff resources

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6. Ensure defective claim analysis produces positive outcomes for customers	6a Establish defective claim position	Complete	Sharon Okonkwo	More benefit take up and quicker processing as well as identification of vulnerable groups	Existing staff resources
7. Review and update improvement plan	7a Review improvement plan and update for future plan	March 09	Simon Hende	New improvement plan for 2009/10	Existing staff resources