

AGENDA
ITEM **15**

Report to: Audit Committee
Date of meeting: 2011
Report of: Head of Revenues & Benefits
Title: Revenues & Benefits Health Check

1.0 SUMMARY

1.1 This report provides an up to date picture of the recommendations made by ISCAS Ltd in their review of the Revenues & Benefits Service conducted in August 2010.

2.0 RECOMMENDATION

2.1 That the Committee notes the report.

Contact Officer:

For further information on this report please contact Phil Adlard, Head of Revenues & Benefits, telephone extension 8023, email phil.adlard@watford.gov.uk

3.0 DETAILED PROPOSAL

3.1 ISCAS Ltd were invited to conduct a review of the Revenues & Benefits Shared Service in July and August 2010. As part of the review a number of recommendations were made and these are attached as Appendix I.

3.2 Since August, these recommendations have been responded to and progress noted as shown.

3.3 In summary the recommendations have been categorised into “Benefits”, “Revenues” and “Generic” as follows:

Revenues
Number of Recommendations – 16
Open - 6
In Progress - 5
Closed/Complete - 5

Benefits
Number of Recommendations – 14
Open - 5
In Progress - 3
Closed/Complete - 6

Generic
Number of Recommendations – 26
Open - 11
In Progress - 8
Closed / Complete - 7

3.4 The key recommendation that have been completed in the last two months have been:

- 8.1.2 Improve staff morale by providing training and demonstrate commitment to harmonising working practices. **Met by holding Team Development Days during January & February.**
- 5.3.3 Review the need for a dedicated support team or officer. **Met by creation of Policy, Quality & Training Team Leader.**
- 7.1.3 Empower the benefit team leaders to allocate work and manage performance through their teams. **Another product of the team development days and restoration of monthly team meetings.**
- Review Benefit Working Practises to actively manage the workload. **In place since January. More management of work allocation to be developed further through operation of “New Claims” and “Changes” Teams.**
- Configure the systems so Watford CSC have access to Academy. **Currently implementing on phased approach to monitor pressure on the system.**

3.5 A number of the recommendations refer to the migration of the Three Rivers

Academy system to the same Windows platform as Watford. This has been delayed due to the need to update system releases and the “year end” work needed to create the bills and benefit awards for 2011/12. Work will commence on this in April 2011.

4.0 IMPLICATIONS

4.1 Financial

Any costs will be borne out of existing budgets

4.2 Legal

No implications

Background Papers

None