

**THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE**

**Date of meeting:** 13 June 2011

PART A

AGENDA ITEM

**5**

**Title:** REVENUES & BENEFITS- PROGRESS REPORT

**Report of:** Director of Corporate Resources & Governance – Three Rivers D.C.

**Addendum**

After para 2.2, add:

2.3 That the Committee approve expenditure up to £25,000 to engage Serco to assist with the outstanding workload

In place of para 3.16:

Customers should be told how long they can expect to wait for their benefit to be paid. The difficulty for officers is that, when not providing full information, the customer can be responsible for the delay. Officers are of the view, however, that we should promise customers *“to process claims within 28 days of receiving full information”*.

Substitute:

Customers should be told how long they can expect to wait for their benefit to be paid. The difficulty for officers is that, when not providing full information, the customer can be responsible for the delay. Officers are of the view, however, that by December 2011 we should promise customers that we will process their benefit claim or change in circumstances within 3 – 5.

After para 3.33, add:

3.34 The total expenditure incurred in engaging Serco will be below £25,000 and we would seek approval to spend up to that amount for this purpose.

**Contact Officer:**

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