

THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of Meeting – 19 July 2011

PART A

AGENDA ITEM

8

Title: REVENUES AND BENEFITS - UPDATE

Report of: Phil Adlard – Head of Revenues and Benefits

1.0 **SUMMARY**

1.1 This report gives an update on the revenues and benefits service.

2.0 **RECOMMENDATIONS**

2.1 That the contents of the report are noted.

Contact Officer:

For further information on this report please contact:

Phil Adlard - Head of Revenues & Benefits

telephone extension: 728023

email: phil.adlard@watford.gov.uk

Report approved by:

David Gardner, Director of Corporate Resources & Governance – Three Rivers D.C.

Tricia Taylor, Executive Director, Resources – Watford B.C.

3.0 **DETAILED PROPOSAL**

3.1 At its meeting on 13 June 2011, the Committee received a progress report against the service's Action Plan and discussed measures being taken to improve performance.

3.2 The Committee resolved:-

- (1) that the report be noted.
- (2) that the total expenditure of up to £25,000 to engage Serco to assist with outstanding workload be approved but that this amount should not be exceeded;
- (3) from December 2011 all customers should be promised that the Council will process their benefit claim or change in circumstances within 3-5 days after receiving all necessary information.
- (4) that the new working arrangements for staff on Wednesdays (as detailed in Paragraph 3.10 of the report) for the next 4-6 weeks be noted but that if these arrangements need to be extended details to be reported back to the Committee.
- (5) that details be provided to the Committee on the levels of availability and access to Serco staff.

3.3 SERCO commenced work on Monday, 11 July 2011, and the closure of the telephones started on Wednesday, 13 July 2011. The Committee will be updated orally as to the impact.

Work is also progressing on harmonising the ICT system and e-services, and members will also be updated on this.

4.1 **Financial**

4.1.1 None specific to this report.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 None specific.

Background Papers

No papers were used in the preparation of this report.