

Additional information

There have been ongoing issues with how we have dealt with the customer service side of revenues and benefits. The reasons people telephone or come in is because they are chasing their claim, don't understand the letters they have received or need help and advice. My priority has been to fix the structural and deep rooted problems with the back office, whilst battling with the IT. The interim arrangements we did put into the CSC included

- Having a dedicated assessment officer within the CSC to help with enquiries
- Fast tracking new claims and getting them assessed with 48 hours
- Reviewing the forms and leaflets
- Reviewed and updated every council tax, business rate and benefit letters
- Putting the queue position on the telephone lines
- Opened the phones on Wednesday afternoons where previously we were closed

Where we are now

During quarter 1 and 2 our workloads were stable and at a level we were comfortable with and we had a clear plan of action to take the service to the next level. The period from the end of August right through to Christmas was very difficult. Our workloads which had been reducing rose to 2700 documents (combined WBS and TRDC) outstanding by Christmas due to the on-going IT issues. Since the New Year we have had a more stable service and no unplanned downtime. As of the 25/2/15 we have just over 600 pieces of work outstanding on benefits (lowest ever and even pre-shared services days) – about 4 days work. For revenues we have just over 600 documents – again the lowest ever.