



### Benefits Accuracy Action Plan - March 2010

Log no	Task	Completion date	Action to date	Follow-up action required	Owner(s)	RAG status
1	Complete the agreed recommendations to address the shortcomings highlighted in the Audit Commission's Certification of Annual Claims and Returns - Annual Report (relating to the benefits subsidy grant audit).	31 May 2010	i. An action plan has been agreed for each council and reported to the Ridgeway Shared Services Board (RSSP) and respective Audit and Corporate Governance Committees. Actions will be monitored. ii All recommendations (apart from one) have been actioned. The remaining action relating to checking coding for the 2009/10 subsidy claims is currently being undertaken.	Confirmation from Capita that the coding checks have been completed on the 2009/10 claims before they are passed to the Audit Commission	Darren Keen/Paul Howden	☹
2	Capita to provide an improvement plan to address quality issues in its claims processing administration (predominantly at Havant)	Ongoing	i Weekly conference calls are taking place to discuss issues which have arisen during the previous week. ii Full time quality officer appointed at Havant to work on South/Vale contract. <a href="#">QO started 1 April. 2 main issues identified and remedial training given. Performance Improvement Plans implemented for 2 staff.</a>		Darren Keen/Sue King	☹
3	Revised targets for accuracy as well as new targets to try and reduce administrative delays to be agreed and incorporated into payment and performance mechanism.	30 April 2010	Proposed new targets include: 90.5 per cent for accuracy; 19 days for new claims; 9.5 days for changes in circumstances; 12/13 days for NI181(change events). Note - P&P mech may take longer to sign off.	NI181 data yet to be produced by DWP. Once received this will help in setting a reasonable target. <a href="#">SB/WJ/PH to meet on 27 April to discuss P&amp;P mech implications and will then feedback to Capita.</a>	Darren Keen/Paul Howden/Sue King/William Jacobs	☹
4	Additional benefit administrative subsidy received from DWP to help with ongoing effects of economic downturn to be passported to Capita. Additional subsidy is £55,966 for Vale and £49,848 for South	30 April 2010	<a href="#">Proposal received from DK (Capita) on 9 April.</a>	<a href="#">PH to complete CCN.</a>	Darren Keen/Paul Howden	☹
5	Capita to implement Academy Quality Assurance software on Vale/South contract.	30 June 2010	Capita undertaking a feasibility study and waiting for details on timescales. <a href="#">Capita to implement software.</a>	Update required from Capita in due course. <a href="#">Capita awaiting implementation timetable from Academy.</a>	Darren Keen	☹
6	DWP's Performance Development Team (PDT) to provide free consultancy to help improve performance.	TBC	Initial meeting held with Alan Sullivan (PDT) on 12 March 2010. Initial 1 day visit to Havant now arranged for 30 April.	<a href="#">PH to ask PDT re future reporting timescales.</a>	Darren Keen/Paul Howden	☹
7	Benchmarking with other authorities will be stepped up to encourage better performance and help identify and apply best practice.	Ongoing	Initial 2010/11 MKOB (plus others) meeting to take place at WODC on 23 April. National Capita/Client forum to take place in Coventry on 13 May.		Paul Howden	☹
8	RSSP Board will monitor accuracy on a weekly basis until improvements are apparent.	Ongoing	Weekly statistics now being received (26 March)		Darren Keen	☺

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9	Capita/councils will work closely with the Audit Commission to ensure the 2009/10 subsidy claim is signed off without qualification.	31/5/2010 unaudited claim 30/11/2010 audited claim	Initial meeting held with Kevin Stewart (AC) on 24 February during which 2009/10 process was explained. <a href="#">Meeting between MKOB authorities and AC to discuss 2009/10 process took place on 15 April.</a>	Meetings as and when required before and during grant claim audit.	Darren Keen/Paul Howden	
10	Capita's Local Government Services Managing Director and the Chief Executive continue to closely monitor the situation.	Ongoing	Regular meetings have taken place - the next one being held on 19 April. <a href="#">Meeting cancelled due to volcano issue.</a>	<a href="#">Rearrange cancelled meeting.</a>	Mark Chapman/David Buckle/Steve Bishop	

Capita and the councils commit to completing the actions in this Benefits Improvement Plan, to achieve demonstrable improvement to benefit accuracy within 3 months (by mid June 2010) as well as continuous improvement throughout 2010/11.

Signed on behalf of Capita

Signed on behalf of SODC & Vale



Sue King



Steve Bishop

Date : 6 April 2010

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