

**BROMSGROVE DISTRICT COUNCIL**

**8<sup>th</sup> FEBRUARY 2007**

**EXECUTIVE CABINET**

**IMPROVEMENT PLAN EXCEPTION REPORT [NOVEMBER 2006]**

Responsible Portfolio Holder	Councillor Roger Hollingworth Leader of the Council
Responsible Officer	Hugh Bennett Assistant Chief Executive

**1. SUMMARY**

- 1.1 To report to the Executive Cabinet to ask them to consider the attached updated Improvement Plan Exception Report November 2006.

**2. RECOMMENDATION**

- 2.1 That the Executive Cabinet considers and approves the revisions to the Improvement Plan Exception Report, and the corrective action being taken.
- 2.2 That the Executive Cabinet notes that 66.5 percent of the Improvement Plan is on target [green] 12.5 percent is one month behind [amber] and 9.5 percent is over one month behind [red].

**3 BACKGROUND**

- 3.1 The Council overhauled its Recovery Plan in July 2006 in order to give the plan a more outward focus e.g. performance indicators, customer issues, strategic priorities etc. The new plan, renamed the Improvement Plan, was agreed by Cabinet on 2<sup>nd</sup> August 2006.
- 3.2 The full Improvement Plan will provide background information only and will be emailed to Members of the Executive Cabinet The Improvement Plan will also be posted onto the Council website at the address at the end of this report.

**4. PROGRESS IN OCTOBER 2006**

- 4.1 Overall performance as at the end October 2006 is as follows: -

**November 2006**

**October 2006**

<b>RED</b>	<b>13</b>	<b>9.5%</b>	<b>RED</b>	<b>13</b>	<b>9%</b>
<b>AMBER</b>	<b>17</b>	<b>12.5%</b>	<b>AMBER</b>	<b>22</b>	<b>15%</b>
<b>GREEN</b>	<b>91</b>	<b>66.5%</b>	<b>GREEN</b>	<b>114</b>	<b>76%</b>

- 4.2 The Board will note that the November totals do not add up to 100 percent. This is due to a number of actions being re-programmed with

revised dates. This amounts to 11.5 percent of the total actions for November [Total actions being 137].

Where: -

	<b>On Target</b>
	<b>Less than one month behind target</b>
	<b>Over one month behind target</b>
	<b>Original date of planned action</b>
	<b>Re-programmed date.</b>

4.4 An Exception Report detailing corrective actions being under taken for red and amber tasks is attached at **Appendix 1**

4.5 The Executive Cabinet is asked to note that at the Cabinet meeting on 3 January 2007 it was agreed that tasks related to Culture and Community Services inspection [which were showing red] should be deleted from the Improvement plan. This inspection is not taking place due to the Corporate CPA, which has been agreed for the 26<sup>th</sup> February 2007.

## **5. FINANCIAL IMPLICATIONS**

5.1 No financial implications.

## **6 LEGAL IMPLICATIONS**

6.1 No Legal Implications.

## **7. CORPORATE OBJECTIVES**

7.1 The Improvement Plan relates to all of the Council's four objectives and ten priorities as approved on the 19<sup>th</sup> September Full Council.

## **8. RISK MANAGEMENT**

8.1 The risks associated with the Improvement Plan are covered in the corporate and departmental risk registers.

## **9. CUSTOMER IMPLICATIONS**

The Improvement Plan is concerned with strategic and operational issues that will affect the customer.

## **10 OTHER IMPLICATIONS**

Procurement Issues: Delivery of the Improvement Plan involves various procurement exercises.
Personnel Implications: See Section 18 of the Improvement Plan.
Governance/Performance Management: See Section 4 of the Improvement Plan.
Community Safety including Section 17 of Crime and Disorder Act 1998: See sections 12.2 and 12.3

Policy: See Section 4 of the Improvement Plan.
Environmental: See Section 8 of the Improvement Plan.
Equalities and Diversity: See Section 3 of Improvement Plan.

## 10 **OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	<b>Yes</b>
Acting Chief Executive	<b>Yes</b>
Corporate Director (Services)	<b>Yes</b>
Assistant Chief Executive	<b>Yes</b>
Head of Service <i>(i.e. your own HoS)</i>	<b>Yes</b>
Head of Financial Services <i>(<u>must</u> approve Financial Implications before report submitted to Leader's Group)</i>	<b>Yes</b>
Head of Legal & Democratic Services <i>(for approval of any significant Legal Implications)</i>	<b>Yes</b>
Head of Organisational Development & HR <i>(for approval of any significant HR Implications)</i>	<b>Yes</b>
Corporate Procurement Team <i>(for approval of any procurement implications)</i>	<b>No</b>

10.1 This report went to CMT on January 9 2007 prior to Leaders group on the 17 January 2007. The timings are late due to the Christmas break

## 11 **APPENDICES**

Appendix 1 Improvement Plan Exception Report November 2006

## 12 **BACKGROUND PAPERS:**

Full Improvement Plan for November will be e- mailed to all Members of the Executive Cabinet and can be found at [www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk) under meetings Minutes and Agendas where there is a direct link to the Improvement Plan.

## **CONTACT OFFICER**

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# Exception Report for November 2006 Improvement Plan

# Appendix 1

1. Improved image and perception of the Council				Who	Original Date	Revised Date
Ref	November Action	Colour	Corrective Action			
1.3.1	Establish Accurate information on workforce profile sending out pro-forma asking for verification /identification of missing information.	[Hatched Box]	Questionnaires sent out to all employees in July. 2006 393 returned 12 still outstanding.	JP	31 Aug 06	31 Dec 06

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>1.1</b>	<b>Improved Image/ perception of the Council</b>														
1.3.1	Establish Accurate information on workforce profile sending out pro-forma asking for verification /identification of missing information.	JP			[Hatched Box]	[Hatched Box]	[Hatched Box]								Questionnaire sent out to all employees in July 2006  393 returned with 12 still outstanding.  Outstanding forms being chased through the relevant Heads of Service by 31 Dec 06

## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>1</b>	<b>Improved Image/ perception of the Council.</b>					
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
1.3.2	Start analysing recruitment and HR data on equal opportunities information.		Data recording started in January 2006. Evaluation and analysis to commence with effect from Dec 2006.	JP	30 Sept 06	31 Dec.06

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
1.3.2	Start analysing recruitment/HR data on equal opportunities information	JP													Started recording data in January 2006.  Evaluation and analysis to commence with effect from Dec.06.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>6</b>	<b>Public feel involved in the democratic process and able to influence decision-making about what is happening in their neighbourhood.</b>					
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
6.1.1	Agree approach to neighbourhood management with partners.	[Red Hatched Box]	Report removed from LSP Board agenda on 30Nov due to further consideration by the Leader Now going to Cabinet 3 Jan 07.	HB	30 Sept 06	3 Jan 07

Ref.	Action	Lead													Corrective Action
			July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
<b>6.1</b>	<b>Neighbourhood Management.</b>														
6.1.1	Agree approach with partners.	HB					[Red Hatched Box]								Report removed from LSP Board agenda on 30Nov due to further consideration by the Leader. Now going to Cabinet 3 Jan 07.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>6</b>	<b>Public feel involved in the democratic process and able to influence decision-making about what is happening in their neighbourhood.</b>					
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
6.1.2	Formally report to LSP Board.		See 6.1.1 above	HB	30 Sept 06	15 Jan 07

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>6.1</b>	<b>Neighbourhood Management.</b>														
6.1.2	Agree approach with partners.	HB													See 6.1.1 above.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>6</b>	<b>Public feel involved in the democratic process and able to influence decision-making about what is happening in their neighbourhood.</b>					
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
6.1.3	Formally report to Cabinet		Originally, programmed 06 Dec 06-report put back to Jan 07 to reflect changes by the Leader.	HB	30 Sept 06	3 Jan 07

Ref.	Action	Lead													Corrective Action
			July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	
<b>6.1</b>	<b>Neighbourhood Management.</b>														
6.1.3	Agree approach with partners.	HB													Originally programmed 06 Dec 06 report put back to Jan 07 to reflect changes by the Leader.



## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>7.2</b>	<b>Improve Customer and Performance Culture of the Council</b>					
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
7.2.4	Implementation of new PDR forms and process effective from next annual appraisal year.	X	PDR timetable put back to fit in better with business and budget timetable.	JP	30 Sept 06	30 Apr.07

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>7.7</b>	<b>Improve Performance and Culture of the Council.</b>														
7.2.4	Implementation of new PDR forms and process effective from next annual appraisal year.	JP				X									PDR timetable put back to fit in better with business and budget timetable.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>7.</b>	<b>Improve Customer and Performance Culture of the Council</b>					
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
7.7.3	Customer First posters agreed and displayed.	[Hatched]	Approved waiting for three other posters to be printed all will be launch in January 07.	HB	30 Oct 06	31 Jan 07

Ref.	Action	Lead													Corrective Action		
			July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June			
7.7.3	Customer First posters agreed and displayed.		[Solid Orange]	[Hatched]	[Hatched]	[Hatched]	[Hatched]	[Hatched]	[Hatched]	[Hatched]	[Hatched]						Approved waiting for three other posters to be printed all will be launch in January 07.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>8.</b>	<b>Re-development of Bromsgrove Town Centre</b>					
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
8.1.2	Carry out issues and options analysis.		The overall LDF core strategy needs to be agreed before work on the Area Action Plan can commence It is now anticipated this will start in August 2007	PS/ DH/ MD	30 Aug 06	31 August 2007

Ref. 8.1	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
	<b>Re-development of Bromsgrove Town Centre</b>														
8.1.2	Carry out issues and options analysis.														The overall LDF core strategy needs to be agreed before work on the Area Action Plan can commence It is now anticipated this will start in August 2007.

# Exception Report for November 2006 Improvement Plan

# Appendix 1

<b>15</b>	<b>Improved Access to Services Electronically.</b>					
<b>15.2</b>						
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
15.2.2	Develop complaint handling procedure		A draft procedure has been developed in consultation with staff. To be completed by 30 Nov 06.	DP	31 Oct 06	30 Nov.06

Ref.	Action	Lead													Corrective Action		
			July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June			
<b>15.2</b>	<b>Reduce Complaints</b>																
15.2.2	Develop complaint handling procedure	DP															A draft procedure has been developed in consultation with staff. To be completed by 30 Nov 06.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>16</b>	<b>Improved Access to Services Electronically.</b>					
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
16.1.3	Install software system		System will be installed when final decision has been made. Due to ICT and departmental staffing pressures, a new completion date of 31 <sup>st</sup> March 2007 has been agreed.	DP	31 Oct 06	31 March 07

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>16.1</b>	<b>Service Requests</b>														
16.1.3	Install software system	DP													System will be installed once a final selection has been made. This is dependant upon 16.1.2. Due to ICT departmental staffing pressures and the timescales for funding approval. A new completion date of the 31 March 07 has been agreed.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>16</b>	<b>Improved Access to Services Electronically.</b>					
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
16.1.4	Install large screen for customers		This will be included as part of the system installation. Due to ICT and departmental staffing pressures a new completion date of 31 March 2007 has been set.	DP/ HB	31 Oct 06	31 March 07

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>16.1</b>	<b>Service Requests</b>														
16.1.4	Install large screen for customers	DP													Will be included as part of the system installation. Dependant upon 16.1.2 & 16.1.3 Due to ICT departmental staffing pressures and the timescales for funding approval, a new completion date of the 31 March 07 has been agreed.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>16</b>	<b>Improved Access to Services Electronically.</b>					
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
16.1.5	Improve knowledge base link in e-shop system using new council website.		Work will be carried out in partnership with the Worcestershire Hub once a system has been selected. Due to ICT departmental staffing pressures and the timescales for funding approval, a new completion date of the 31 March 07.has been agreed.	DP/ HB	31 Oct 06	31 March 07

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>16.1</b>	<b>Service Requests</b>														
16.1.5	Improve knowledge base link in e-shop system using new council website.	DP													Work will be carried out in partnership with the Worcestershire Hub once a system has been selected Due to ICT departmental staffing pressures and the timescales for funding approval, a new completion date of the 31 March 07.has been agreed.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

<b>17</b>	<b>Improved Access to Services Electronically.</b>					
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
17.3.1	Introduce letter answering guidelines.		Guidelines to be introduced in the complaints handling procedure. This action is linked to 15.1.3 A new completion date of 28 February 2007 has been agreed.	DP	31 July 06	28 Feb 07

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>17.3</b>	<b>Letter Answering</b>														
17.3.1	Introduce letter answering guidelines	DP/HB													Guidelines will be included in the complaints handling procedure in the future. This action is linked to 15.1.3 A new completion date of 28 Feb 07 has been agreed.



# Exception Report for November 2006 Improvement Plan

# Appendix 1

<b>17</b>	<b>Improved Access to Services Electronically.</b>					
<b>Ref</b>	<b>October Action</b>	<b>Colour</b>	<b>Corrective Action</b>	<b>Who</b>	<b>Original Date</b>	<b>Revised Date</b>
17.3.2	Introduce method of monitoring letter answering and produce stats to support process.		Monitoring will be undertaken as part of the complaints handling system. This action is linked to 15.1.3. A new completion date of 31 March 2007 has been agreed.	DP	31 July 06	31 Mar 07

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>17.3</b>	<b>Letter Answering</b>														
17.3.2	Introduce method of monitoring letter answering and producing statistics to support monitoring process	DP/HB													Monitoring will be undertaken as part of the complaints handling system. This action is linked to 15.1.3 A new completion date of 31 Mar 07 has been agreed.

Human resources and Organisational Development						
Improved Governance						
Ref	October Action	Colour	Corrective Action	Who	Original date	Revised Date
18.1.2	Group leaders to undertake 1:1 interviews with Councillors for training needs analysis.		Some training needs analysis forms still outstanding and need to be progressed. A review of the outstanding forms will take place before 25.Dec 06.and each group leader notified accordingly so they can take remedial action.	JP	31 Aug 06	28 Feb.07

Human Resources and Organisational Development.														
Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
		<b>18.1</b>	<b>Improved Relations</b>											
Group leaders to undertake 1:1 interviews with Councillors for training needs analysis.	JP													Some training needs analysis forms still outstanding and need to be progressed. A review of the outstanding forms will take place before 25.12.06.and each group leader notified accordingly so they can take remedial action.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

Human Resources and Organisational Development						
Suitably Skilled Workforce						
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
19.2.3	Implement actions from staff survey from staff survey.		Completion of tasks ongoing. From 39 actions, 20 remain to be delivered. More information on Decembers update.	JP	Started July 06	30 June 07

Human Resources and organisational Development.															
Ref	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>19.2</b>	<b>Investors in People</b>														
19.2.3	Implement actions from staff survey.	JP													From 39 actions, there are 20 remaining to be delivered. More information on Decembers update.

Human Resources and organisational Improvement						
Improved Performance in Key HR Measures						
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
20.1.5	Adopt new sickness absence policy		Out to consultation and re-programmed to allow more time for unions to continue consultation due to their internal lack of capacity issues.	JP	30 Sept 06	31 Dec 06

Human Resources and organisational Improvement															
Ref	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>20.1</b>	<b>Sickness</b>														
20.1.5	Adopt new sickness absence policy	JP													Out to consultation and re programmed to allow more time for unions.

## Exception Report for November 2006 Improvement Plan

## Appendix 1

Human Resources and organisational Improvement						
Improved Performance in Key HR Measures						
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
20.1.6	Provide training on new policy and support documentation		Training to be reviewed to ensure appropriate balance between training and delivery.	JP	30 Sept 06	31Jan 06

Human Resources and organisational Improvement															
Ref	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>20.1</b>	<b>Sickness</b>														
20.1.6	Provide training on new policy and support documentation	JP													Training to be reviewed to ensure appropriate balance between training and delivery.

# Exception Report for November 2006 Improvement Plan

# Appendix 1

## Improved Financial Management and Improved Services.

### 21.2 DWP Performance Standard / Performance Measures

Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.2.3	Benefits Support [training] Officer to be recruited to co-ordinate plan across the section		An outside provider is currently covering this post. The post will be advertised now that the outcome of shared services has been decided. It has been agreed that the post will be advertised week commencing 15.Jan 07.	JLP	31 Oct 06	31 Mar 07

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>21.2</b>	<b>DWP Performance Standard / Performance Measures</b>														
21.2.3	Benefits Support [training] Officer to be recruited to co-ordinate plan across the section														An outside provider is currently covering this post. The post will be advertised now that the outcome of shared services has been decided.

Improved Financial Management and Improved Services						
21.2 DWP Performance Standard / Performance Measures						
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.2.5	Percentage of cases for which the calculation of the amount of benefit due is correct PM6 – 98%-99%.		Accuracy as reported by the DWP at 95.2% for July –Sept which is a 3% increase on April –June remains under the target set and the managers will continue to make additional checks processed with the aim to further improve accuracy for the period Sept –Dec 06. We are expecting the DWP report at the end January 2007 This will provide information on the period.	JLP	31 Oct 06	31 Jan 07

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
<b>21.2</b>	<b>DWP Performance Standard / Performance Measures</b>														
21.2.5	Percentage of cases for which the calculation of the amount of benefit due is correct PM6 – 98%-99%.	AB/ HL													Accuracy as reported by the DWP at 95.2% for July –Sept which is a 3% increase on April –June remains under the target set and the managers will continue to make additional checks processed with the aim to further improve accuracy for the period Sept –Dec.06.

Improved Financial Management and Improved Services						
21.2 DWP Performance Standard / Performance Measures						
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.2.7	PM7 HB overpayments – amount recovered during the period as % total amount of HB overpayments during period 79%		The actual figure for November to date is 67.40% which is an improvement on the October figure Due to the previous performance a lower target of 55% was agreed at Executive Cabinet 6Dec 06. Although to date we now exceeded this the results may still fluctuate over the coming months as the measurement is based on debt identified and income collected and there may be peaks and troughs where large payments are made and not much debt identified.	JLP	30Sept 06	30 Nov 06

Ref.	Action	Lead													Corrective Action	
			July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June		
<b>21.2</b>	<b>DWP Performance Standards /Performance Measures</b>															
21.2.7	PM7 HB overpayments – amount recovered during the period as % total amount of HB overpayments during period 79%	AB/HL														The actual figure for November to date is 67.40% which is an improvement on the October figure Due to the previous performance a lower target of 55% was agreed at Executive Cabinet 6Dec 06. Although to date we now exceeded



## Exception Report for November 2006 Improvement Plan

## Appendix 1

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
															<p>this the results may still fluctuate over the coming months as the measurement is based on debt identified and income collected and there may be peaks and troughs where large payments are made and not much debt identified.</p>

<b>Improved Financial Management and Improved Services.</b>						
<b>21.2 DWP Performance Standard / Performance Measures</b>						
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.2.8	PM8 – amount of HB overpayments recovered during period as total amount of HB debt at end of period Testing of system to enable reports to be run to establish PI.		The actual for November to date is 24.61% and just below the new local target of 25%.	JLP	31 Oct 06	31 Dec 06

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
21.2	<b>DWP Performance Standard / Performance Measures</b>														
21.2.8	PM8 – amount of HB overpayments recovered during period as total amount of HB debt at end of period Testing of system to enable reports to be run to establish PI	AB/HL													The actual for November to date is 24.61% and just below the new local target of 25%.

Improved Financial Management and Improved Services.						
21.2 DWP Performance Standard / Performance Measures						
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.2.10	<b>SECURITY:</b> <b>PM10 Number of interventions for which review action has commenced since April 1<sup>st</sup>. 91%-100%</b> Team fully staffed to meet targets as set.		The actual of 1509 interventions is just over the target of 1504. This has been achieved by telephoning certain categories to speed up the process and increasing activity on a number of visits.	JLP	31 Oct 06	31.3.07

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
21.2	<b>DWP Performance Standard / Performance Measures</b>														
21.2.10	<b>SECURITY:</b> <b>PM10 Number of interventions for which review action has commenced since April 1<sup>st</sup>. 91%-100%</b> Team fully staffed to meet targets as set	MW													The actual of 1509 interventions is just over the target of 1504. This has been achieved by telephoning certain categories to speed up the process and increasing activity on a number of visits.

# Exception Report for November 2006 Improvement Plan

# Appendix 1

Improved Financial Management and Improved Services.						
21.2 DWP Performance Standard / Performance Measures						
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.2.11	PM 11% of data matches resolved within two months of 86%-90%		Currently below the DWP standard 3 but above locally set target of 75%. Work ongoing within the team to improve the data matching with the aim to meet DWP standard in 2007/08.	JLP	31 Oct 06	2007/2008

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
21.2	<b>DWP Performance Standard / Performance Measures</b>														
21.2.11	PM11 % of data matches resolved within two months of 86%-90%														Currently below the DWP standard 3 but above locally set target of 75%. Work ongoing within the team to improve the data matching with the aim to meet DWP standard in 2007/08.

Improved Financial Management and Improved Services.						
21.2 DWP Performance Standard / Performance Measures						
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.2.17	<b>USER FOCUS</b> <b>PM17 % of applications for reconsideration or revision actioned and notified within 4 weeks 60%-65%</b> Temporary worker employed to clear backlog of submissions to the tribunal service team now fully staffed we have ability to address within target.		Despite an actual performance of November in 100%, the year to date figure is at 58%, which slightly under the target set. It is anticipated that the increase will be sustained during the next month.	JLP	31 Oct 06	2007/2008

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
21.2	<b>DWP Performance Standard / Performance Measures</b>														
21.2.17	USER FOCUS PM17 % of applications for reconsideration or revision actioned and notified within 4 weeks 60%-65%														Temporary worker employed to clear backlog of submissions to the tribunal service team now fully staffed we have ability to address within target. Despite an actual performance of November in 100%, the year to date figure is at 58%, which slightly under the target set. It is anticipated that the increase will be sustained during the next month.

Improved Financial Management and Improved Services									
21.2 DWP Performance Standard / Performance Measures									
21.2.18	<p><b>PM18 % of appeals submitted to the tribunal service within 4 weeks 60%-65%</b> Employed a temp to clear backlog of submissions to the tribunal service – as team now fully staffed we will be able to address within target</p>		All appeals will be cleared. by the 31 Dec 06				JLP	31 Oct 06	31 Dec 06

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
21.2	<b>DWP Performance Standard / Performance Measures</b>														
21.2.18	<p><b>PM18 % of appeals submitted to the tribunal service within 4 weeks 60%-65%</b> Employed a temp to clear backlog of submissions to the tribunal service – as team now fully staffed we will be able to address within target</p>														All appeals will be cleared by 31 Dec 06.

Improved Financial Management and Improved Services						
21.2 DWP Performance Standard / Performance Measures						
Ref	October Action	Colour	Corrective Action	Who	Original Date	Revised Date
21.2.19	<b>PM19 % of appeals submitted to the tribunal service within 3 months 90%-95%</b> Team now fully staffed to address the 10 outstanding appeal submissions Target to be achieved by Dec 06		The Benefits Manager is now monitoring the progress of appeals and once this current batch have been completed, it should be easy to track and complete within the 4-week target.	JLP	31 Oct 06	31 Dec 06

Ref.	Action	Lead	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Corrective Action
21.2	<b>DWP Performance Standard / Performance Measures</b>														
21.2.19	<b>PM19 % of appeals submitted to the tribunal service within 3 months 90%-95%</b> Team now fully staffed to address the 10 outstanding appeal submissions Target to be achieved by Dec 06														The Benefits Manager is now monitoring the progress of appeals and once this current batch have been completed, it should be easy to track and complete within the 4 week target.