

RES06 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?

Outturn			Target
2013/14	2014/15	2015/16	2016/17
4.58 days	4.74 days	4.47 days	6.00 days

Responsible Officer

**Bob Palmer
Director of Resources**

Improvement Action	Target Dates	Key Measures / Milestones
Regular review of procedures to reduce delays and unnecessary requests for information.	July and October 2016 and January 2017	Weekly monitoring and KPI performance reported on a quarterly basis
Regular review of training requirements	July and October 2016 and January 2017	Weekly monitoring and KPI performance reported on a quarterly basis
Recruitment of experienced staff to vacant posts.	June/July 2016 and as vacancies arise	Weekly monitoring and KPI performance reported on a quarterly basis

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

If experienced staff cannot be recruited, the vacant posts will impact on performance.