

Epping Forest District Council: Right Benefit Action Plan

	Action:	Responsibility:	Deadline Date:	Notes:	Date Completed:
1	Target for 2010/11 for Right Benefit 990 changes per 1000 caseload Changes (total) - 9200 Interventions - 2400 Target for 2011/12 for Right Benefit 1020 changes per 1000 caseload Changes (total) - 9740 Interventions - 2400	Investigation & Intervention Manager Benefit Manager	31/3/2011 31/3/2012		
2	Target for Intervention team in 2010/11 and 2011/12 to carry out interventions in a %age of risk groups RG1 - 100% at least once a year RG2 - 100% at least once a year RG3 - 60% RG4 - 30% RG5 - 15% RG6 - 5%	Investigation & Intervention Manager			
3	Set up and test loading the High Risk list into Academy	Senior Benefit Officer – System Admin & Training	30/9/10		
4	Load the High Risk list into the live Academy system on a monthly basis	Senior Benefit Officer – System Admin & Training	From October 2010		
5	Interventions team to target cases in the higher risk groups identified in the High Risk list	Senior Benefit Officer - Interventions	From October 2010		

6	Intervention team Officers to continue with the recording of intervention outcomes	Senior Benefit Officer - Interventions	Ongoing		
7	Visits and Postal checks to continue as proactive activities	Senior Benefit Officer - Interventions	Ongoing		
8	CIS prompts to continue to be used in cases where no ETD would be issued as a proactive activity	Senior Benefit Officer - Interventions	Ongoing		
9	All HMO's to be visited at least twice a year	Senior Benefit Officer - Interventions	6 monthly exercise from October 2010		
10	Advertising the necessity to report changes in circumstances in the Council's free newspaper delivered to all households.	Benefit Manager	Quarterly when The Forester is published		
11	Investigate whether more use can be made of the website for easier reporting of changes in circumstances.	Senior Benefit Officer – System Admin & Training	December 2010		
12	Continue with the policy of enclosing change in circumstance forms with all benefit notification letters, including information in the council tax booklets with all council tax bills and information on rent letters from the Housing Service	Benefit Manager	Ongoing		
13	Continue with use of the Academy diary which currently produces an average of 40 records per week, the significant birthday report (average 30 records per week), and the council tax liability change reports (average 70 records per week)	Benefit Manager	Ongoing		

14	Carry out refresher training for Housing staff emphasising again the need for changes in circumstances to be reported.	Benefit Training Officer	December 2010		
15	Establish monitoring information that can be obtained from Academy. Monitor targets against performance on a monthly basis and address any shortfalls as they occur.	Investigation & Intervention Manager Benefit Manager	From October 2010		