

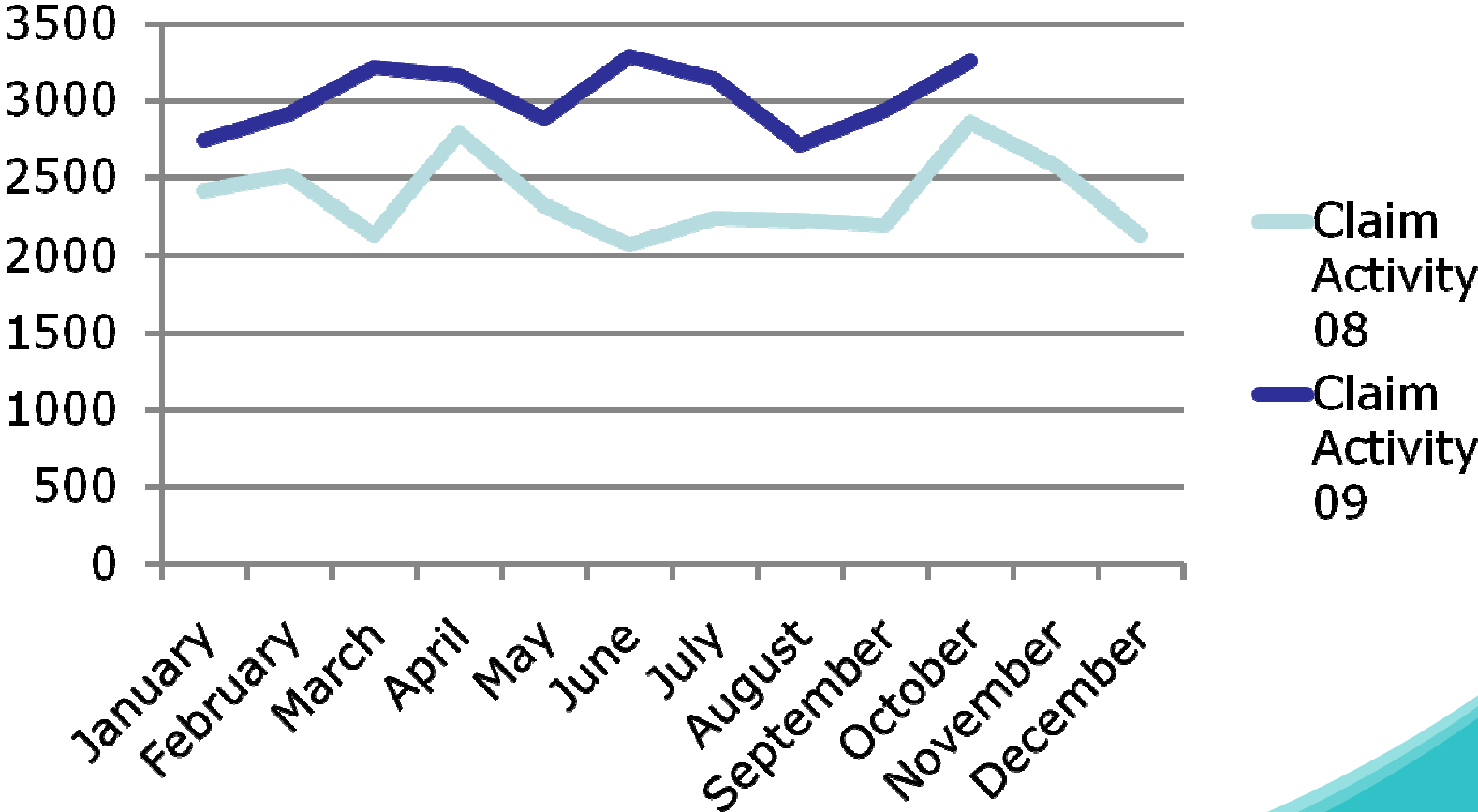
Meeting the needs of the community... “determined to make a difference”

IRRV Benefit Conference
2 December 2009

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Operational Services Manager



Claim activity 2008/09 and 2009/10:



Continuous improvement – our journey:

	New claims (average no. days)	Changes (average no. days)	Right Time (average no. days)	Right Benefit (no. changes)	Appeals (average no. days)	Caseload	Customer satisfaction
2006	26.17	15	N/A	N/A	N/A	20944	N/A
2007	28.9	13	N/A	N/A	N/A	20256	85%
2008	26.26	12	18	19166	65	20280	90%
2009 (Oct)	22.69	6.42	12.7	13708	39	21807	96%

We are investing in technology:

- **Information@work (Anite)**
 - Document Image processing and Workflow
- **E-Benefits (ASSERT)**
 - Face to Face
 - On-line calculator
- **Remote and mobile working**
 - 8 home workers/5 mobile visiting officers
- **I – text**



We are investing in a skilled and trained workforce:

- **Created Quality and Compliance Team**
- **Created Appeals team**
- **Dedicated Business Support & Development Team**
- **Dedicated Training Officer**
- **Developed in-house New Entrant training course**
- **Appeals training – in partnership with Adviceworks**
- **Trained ‘experts’ for complex claims**
- **Annual development review for all staff**
- **Delivered Customer Service Training to all staff**

We are meeting customer needs:

- **Clear links to corporate objectives**
- **Direct access for customers:**
 - a network of Customer Service Points
 - on-line
 - telephone
- **Home visits**
- **Benefit take up days in partnership with Adviceworks**
- **Survey 2500 of our customers each year**
 - Leaflets in a variety of languages



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We are meeting customer needs:

- **Developed links with Polish Centre**
- **Developed links with nurseries and day centres**
- **Links with Chamber of Commerce**
- **School bag drop to 20,000 pupils re child benefit changes**
- **Achieved 'Customer Service Excellence' award in September 2009**



We manage performance and plan effectively:

- **Annual service planning linked to community and council plan**
- **Annual operational plan**
- **Combined audit control report**
- **Monthly reporting on key PIs to Senior Management team**
- **Performance reported quarterly to Corporate Management Team**
- **Regular monitoring and review**



We manage performance and plan effectively:

- **Clear objectives**
 - 2 day target for vetting claims
 - 18 days for 'Right Time' (combined new claims and changes)
 - 18000 changes
- **Daily workload meetings**
- **Compliance audits** – accuracy target
- **Effective absence management** – target 3.30%



Delivering outcomes:

- **E-benefits/texting and use of telephone to gather evidence**
 - reduced average processing times by 6 days over 2 years
- **Deployment of home and remote working**
 - increased productivity – up 10-15%
 - Improvement in work life balance
 - Increase in morale
- **Benefit Take Up Officers – FAB team/Housing/Benefit Service**
 - £1.7M in additional benefits secured in 2008/09



Investing in the future:

- **Introduce performance management at individual level and set objectives**
- **Review accuracy and HBO recovery targets**
- **Review reporting to elected members**
- **Fully deploy E-Benefits –partner organisations/Housing Services**
- **Manage customer choice – reduce paper forms – Citizen’s Account**
- **Organisational redesign – corporate and service**
- **Reduce costs v increase in demand??**



Any questions?



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