

**3rd June 2019 Revenues and Benefits Joint Committee
Performance Update
Appendix 2: Benefits processing action plan**

Action	Lincoln	Sleaford
Re-focus of the team	<ul style="list-style-type: none"> • Team leaders to meet with the team and start up daily emails confirming where they are with outstanding work and what they would like to achieve that day 	<ul style="list-style-type: none"> • Team meeting on 17 May to discuss workload position and duties of the team.
Overtime	<ul style="list-style-type: none"> • Email sent by Team leader • Offered to all – weekdays and Saturdays up to end June 	<ul style="list-style-type: none"> • Email sent by Team leader • Offered to all – weekdays and Saturdays up to end June
Processing days	<ul style="list-style-type: none"> • To be undertaken every 2 weeks • Team Leaders to get these in calendars asap 	<ul style="list-style-type: none"> • To be undertaken every 2 weeks • Team Leaders to get these in calendars asap • COL to cover NK phones
Review of trays	<ul style="list-style-type: none"> • Team Leaders to review and advise team • Newest date in individual trays to be the same as oldest date in main tray • Expired pending to be cleared each day as priority before other work started 	<ul style="list-style-type: none"> • Team Leaders to review and advise team • Newest date in individual trays to be the same as oldest date in main tray • Expired pending to be cleared each day as priority before other work started
Backlog busting	<ul style="list-style-type: none"> • Work in main tray to be ring-fenced so it is no older than 8 days • 3 staff to work on backlog 	<ul style="list-style-type: none"> • Work in main tray to be ring-fenced so it is no older than 8 days • 2 staff to work on backlog 20 May to 7 June • 10 June – if there is still a backlog, volunteers have been requested to undertake intense busting for 1 week

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UC Auto processing	Team Leader will be working on this. Discussion of the potential of stripping out the data not needed, prior to the document being loaded into Northgate, so that the 'clean' document can be loaded into Northgate and auto-processed. Team Leader to raise with R&B Support.	
Source and book onsite training for new staff	Team Leader is arranging this. 1 week onsite training for all new staff	
New claims processing time review	New claim days to be reviewed – to ensure claims are closed down after 1 calendar month (as per regulations) and any requiring longer time are authorised by team leaders	
Monthly review meeting	With all team leaders to discuss the outcome of the above actions and to review the oldest date / monthly processing times for new claims. Meeting will be the Monday of the 3 rd week every month – allowing time to rectify any issues prior to month end	