

Minute 188 – Corporate Plan Task and Finish Group Final Report

Query regarding thresholds for the traffic light system in Covalent

The standard thresholds for red and amber status in Covalent are:

- 1% - 4.9% off target – amber
- 5% or more off target – red

Query regarding LPI235a – Time taken to process Housing Benefit Claims

However, these thresholds can be changed and, in some cases, the nature of the data being collected means it is sensible to change them. In the case of LPI 235a, with the target being set at 15 days, a variance of less than one day over target (15.75 days) would result in red status. Following discussions with the Service Manager and Head of Service, it was felt that this was not appropriate and so, the thresholds for this PI have been altered to make the 'amber' status more meaningful.

Cllr Plant also queried whether the improvement seen in the figures for September 2017 had continued into October. Data for October 2017 is now available in Covalent and the value entered by the Service Team was 15 days. This shows as on target and 'green' for that period (the most recent data available).

Furthermore, the Service Manager has provided additional information about the current and recent performance of the team that Members might find useful:

'Benefit claimants making contact by telephone or in person are now dealt with by a benefits customer contact team, created in response to the loss of 5 experienced staff on maternity leave and commitments to the service review. This way of working has enabled the remaining experienced assessors to concentrate on actual claim assessment and has had a positive impact on the performance for new claims and which is hoped this will now continue.'