

E-Benefits – progress report

IT Working Group, item 5

**Committee:** IT Working Group

**Date:** 29 October 2007

**Title:** E-Benefits – progress report

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**Agenda Item**

**5**

Item for  
information

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## Summary

- 1 This report updates Members of the IT Working Group on progress with evaluating and implementing E-Benefits, an administration tool for basic Housing and Council Tax Benefit claims.

## Recommendations

- 2 Members note progress to date.

## Background Papers

- 3 None.

## Impact

Communication/Consultation	None
Community Safety	None
Equalities	None
Finance	Ongoing support & maintenance costs
Human Rights	None
Legal implications	None
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	Ongoing training will be required to support implementation

## Situation

- 4 E-Benefits was purchased in 2006 as a tool for visiting officers and counter staff. This was so they could become more involved in administering basic Housing and Council Tax Benefit claims. The staff concerned would not need to have the same level of knowledge as specialised back office staff, who would continue with administering the majority of more complex claims.

- 5 Changes in the Council’s approach to customer contact, together with managerial and staffing changes have since delayed full evaluation and implementation of E-Benefits. However, Officers from relevant services have recently met to establish the way forward. Subject to completing the evaluation, it is intended that E-Benefits will now be made available to UConnect staff as an aid to gathering information from certain new Benefit claimants. It would also be made available when a home visit is needed to certain Benefit claimants. A target date of 31 January 2008 has been set for completing this task.
- 6 A further progress report will be provided at the next meeting of the Working Group.

**Risk Analysis**

Risk	Likelihood	Impact	Mitigating actions
The target date is not met because of competing priorities in the coming months	Medium	Full evaluation and implementation is delayed	Progress will be monitored and competing priorities highlighted and remedied Priorities escalated to SMB level if necessary