

Appendix B

Cllr Simon Howell
Chairman
Performance & Audit Committee
Uttlesford District Council

30 September 2011

Your ref:

By email

Our ref:

Please ask for Cllr Robert Chambers on 01763 838754
email: cllrchambers@uttlesford.gov.uk

Dear Simon

Members will be aware that the Benefits Accuracy of Processing PI was reported for quarter one as 93% against a target of 97%. You requested that this matter was reported to Cabinet as an area of concern which it was and I undertook to take an active role in ensuring the performance improved.

I can now inform the Committee that a temporary member of staff purely checking accuracy and identifying training needs has started employment with the council. The new member of staff started the second week of September and is employed on an initial 6 month contract. Specific additional training has taken place and I am pleased to be able to report the following accuracy figures

July 96%
August 97%
September (as at 28th) 98%

It is therefore expected that the quarter 2 outturn figure for accuracy will be 97%

As well as accuracy improving the number of claims being checked has also increased. Only 191 claims were checked in the whole of quarter 1 with 13 errors. As at 28 September we had checked 231 claims this month and found only 5 with financial errors. Over 400 claims have been checked so far this quarter and we expect to check closer to 1,000 claims per quarter in future.

I trust this reassures the Committee that the performance is being managed but please do not hesitate to contact me if you would like any more information.

Yours sincerely

Councillor Robert Chambers
Portfolio Holder, Finance & Administration