



				as there have been problems with loading it direct into Academy	
5	Interventions team to target cases in the higher risk groups identified in the High Risk list	Senior Benefit Officer - Interventions	From October 2010	RG1 and RG2 cases are being targeted	September 2010
6	Intervention team Officers to continue with the recording of intervention outcomes	Senior Benefit Officer - Interventions	Ongoing		
7	Visits and Postal checks to continue as proactive activities	Senior Benefit Officer - Interventions	Ongoing		
8	CIS prompts to continue to be used in cases where no ETD would be issued as a proactive activity	Senior Benefit Officer - Interventions	Ongoing		
9	All HMO's to be visited at least twice a year	Senior Benefit Officer - Interventions	6 monthly exercise from October 2010		
10	Advertising the necessity to report changes in circumstances in the Council's free newspaper delivered to all households.	Benefit Manager	Quarterly when The Forester is published		
11	Investigate whether more use can be made of the website for easier reporting of changes in circumstances.	Senior Benefit Officer – System Admin & Training	December 2010		
12	Continue with the policy of enclosing change in circumstance forms with all benefit notification letters, including information in the council tax booklets with all council tax bills and information on rent letters from the Housing Service	Benefit Manager	Ongoing		

13	Continue with use of the Academy diary which currently produces an average of 40 records per week, the significant birthday report (average 30 records per week), and the council tax liability change reports (average 70 records per week)	Benefit Manager	Ongoing		
14	Carry out refresher training for Housing staff emphasising again the need for changes in circumstances to be reported.	Benefit Training Officer	December 2010		
15	Establish monitoring information that can be obtained from Academy. Monitor targets against performance on a monthly basis and address any shortfalls as they occur.	Investigation & Intervention Manager Benefit Manager	From October 2010	Monitoring of performance with the use of available reports is being carried out	September 2010