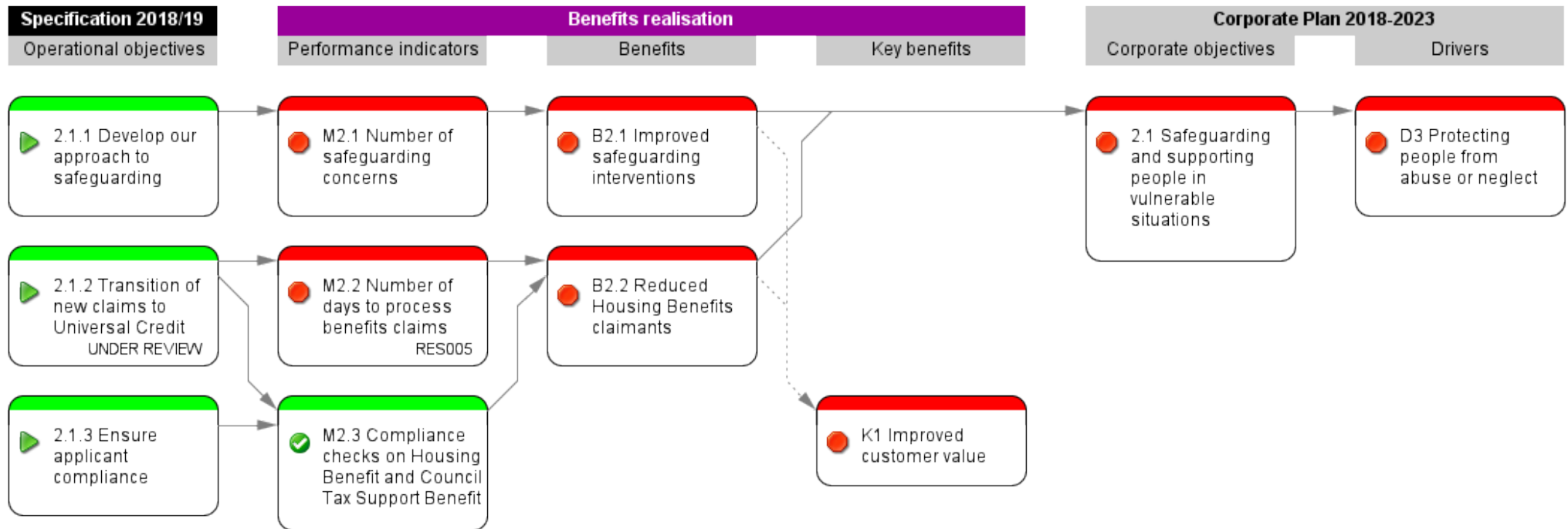


Aim 2 - Adults and children are supported in times of need

Stronger communities




 **Aim 2 Adults and children are supported in times of need**


Stronger communities

To protect people in vulnerable situations from abuse and neglect, and progressively remove the barriers which prevent people from accessing the help and support they need.


Corporate objective 2.1 Safeguarding and supporting people in vulnerable situations

 Protecting people in vulnerable situations from abuse and neglect through a well trained workforce and by challenging the barriers that prevent people from accessing the help and support they need.


Operational objective 2.1.1 Develop our approach to safeguarding

RAG	Description	Progress	Due date	Expected outcome	Scrutiny	Manager
	Develop our approach to safeguarding	25%	31-Mar-2019	Action On Target	CSC	Assistant Director - Community Services & Safety (CSS01)
06-Jul-2018 Q1 - The new Safeguarding Awareness e-learning course is now available on i-train and is mandatory for all EFDC staff this is to be completed by the 1st October. The Safeguarding Team are currently piloting the face-to-face Enhanced course for all frontline/call centre staff and hope to roll this out from September onwards.						

Operational objective 2.1.2 Transition of new claims to Universal Credit

RAG	Description	Progress	Due date	Expected outcome	Scrutiny	Manager
	Transition of new claims to Universal Credit	0%	31-Mar-2019	n/a	RSC	Assistant Director - Benefits (RBE01)
29-Aug-2018 Please note this will be replaced by a new action.						

Operational objective 2.1.3 Ensure applicant compliance

RAG	Description	Progress	Due date	Expected outcome	Scrutiny	Manager
	Ensure applicant compliance	25%	31-Mar-2019	Action On Target	RSC	Assistant Director - Benefits (RBE01)
06-Jul-2018 Q1 - Performance is on target to achieve checks on between 20% and 30% of the caseload during the year. Current performance suggests that almost 1/3 of benefit claims will have their entitlement checked during this financial year.						

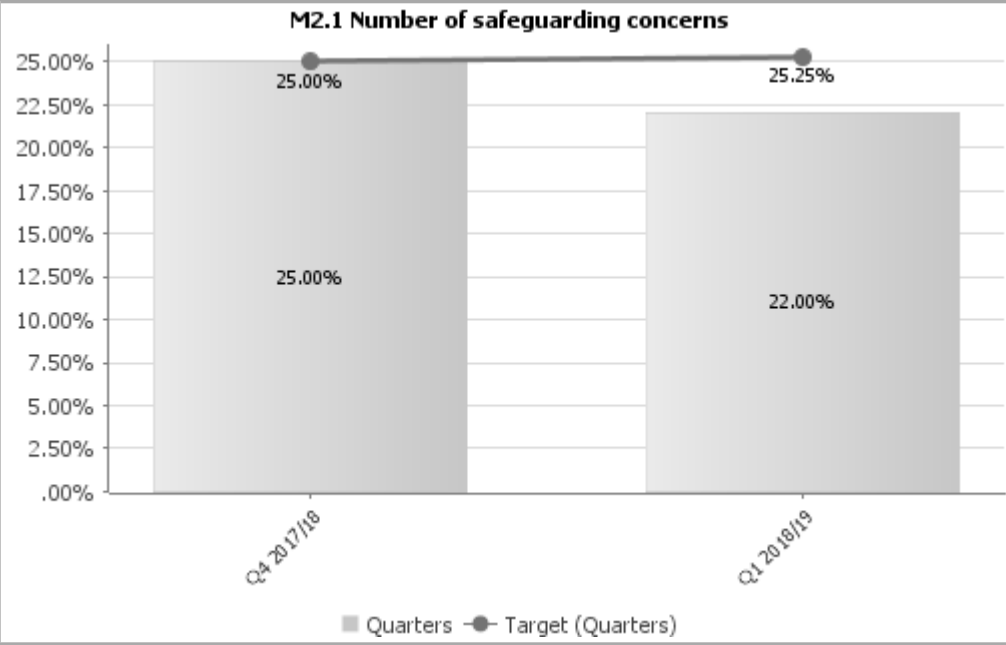
Performance indicator M2.1 Number of safeguarding concerns

Safeguarding aims to protect or promote the welfare of individuals and/or groups of people, which ensures prevention of harm for children, young people and adults with care and support needs (*Epping Forest District Council Safeguarding Policy and Procedures*).

<i>Is year-end target likely to be achieved?</i>	<i>Live from</i>	<i>Scrutiny</i>
⚠️ Uncertain	2018	CSC

<i>Manager</i>	<i>Good performance</i>	<i>Corporate or Partnership indicator</i>	<i>Annual trend</i>
Assistant Director - Community Services & Safety (CSS01)	Aim to Maximise	Corporate	?

Trend chart *Comments*



Corrective action

This is a new measure and challenging where there may be seasonal variations to the figures. The baseline has been set with a 1% increase on the cumulative 2017/18 statistics.
A truer reflection may be realised later in the year for any corrective actions.

Q1 2018/19			Q2 2018/19			Q3 2018/19			Q4 2018/19		
Target	Value	Status	Target	Value	Status	Target	Value	Status	Target	Value	Status
25.25%	22.00%	⚠️	25.50%			25.75%			26.00%		

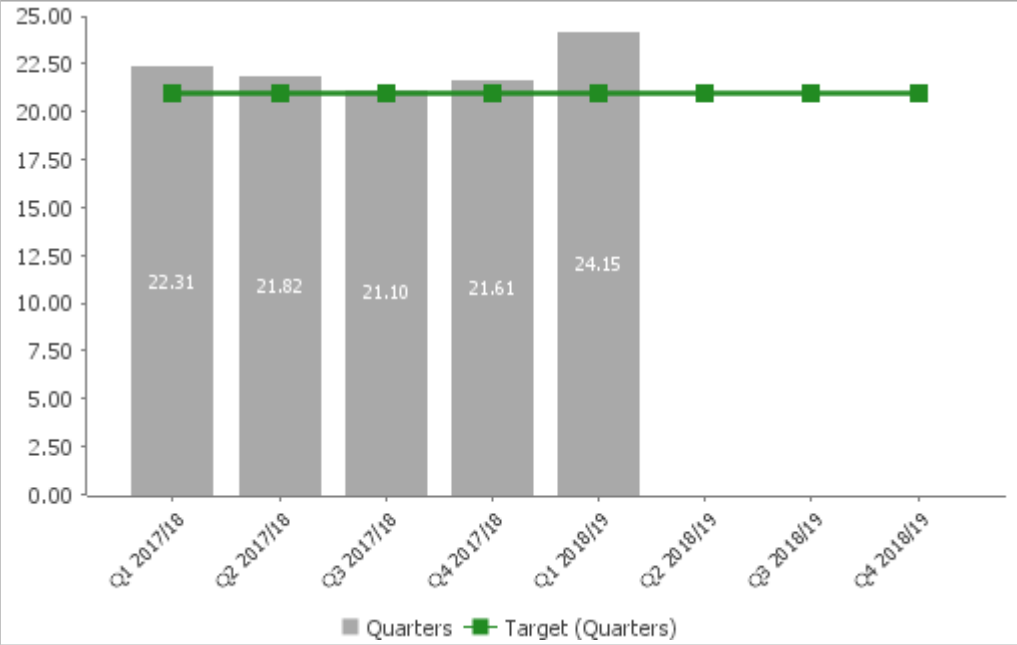
Performance indicator M2.2 Number of days to process benefits claims

On average, how many days did it take us to process new benefit claims? This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days (Previously RES005).

<i>Is year-end target likely to be achieved?</i>	<i>Live from</i>	<i>Scrutiny</i>
No	2012	RSC

<i>Manager</i>	<i>Good performance</i>	<i>Corporate or Partnership indicator</i>	<i>Annual trend</i>
Assistant Director - Benefits (RBE01)	Aim to Minimise	Corporate	

Trend chart



Comments
06-Jul-2018 Performance is monitored on a weekly basis and improvements to processes are made when appropriate. Performance is not on target this quarter due to a lack of resources as there have been a number of long term sickness absences. It is expected that there will be an improvement in the next quarter,

04-Apr-2018 The target was changed from 22 days to 21 days for 2017/18 which has resulted in the target not being achieved this year. Although quarter 4 performance was disappointing at 23.05 days, the annual performance of 21.61 was an improvement on the 2016/17 performance.

Corrective action

Continue to monitor resources closely as a best effective measure

Q1 2018/19			Q2 2018/19			Q3 2018/19			Q4 2018/19		
Target	Value	Status	Target	Value	Status	Target	Value	Status	Target	Value	Status
21.00	24.15		21.00			21.00			21.00		

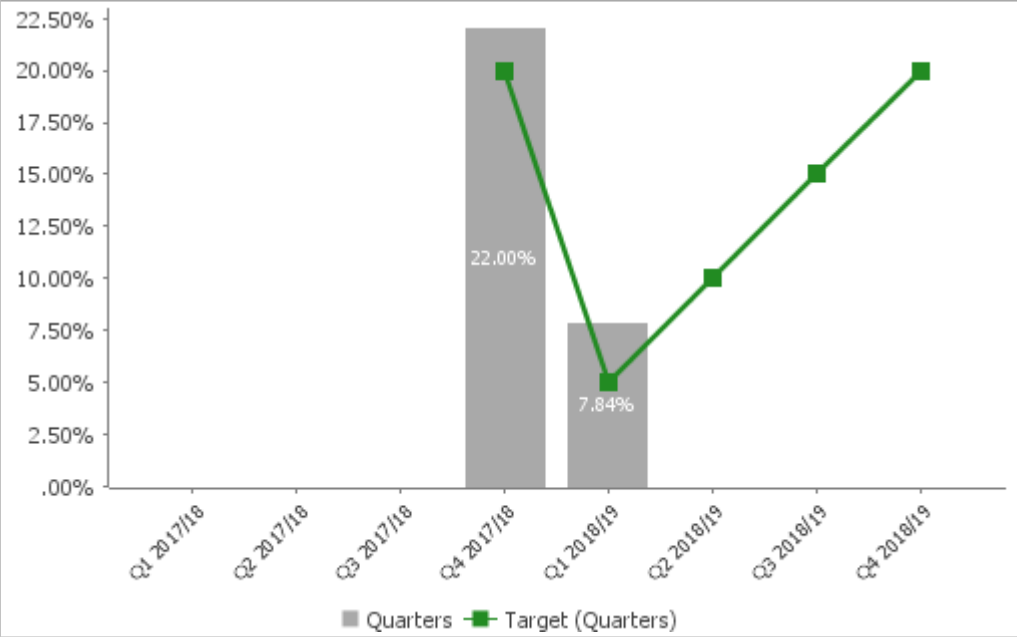
Performance indicator M2.3 Number of compliance checks on Housing Benefit and Council Tax Support Benefit

One of the Council's roles is to ensure that its residents are paying the correct amount of Council Tax or claiming the right amount of Housing Benefit or Council Tax support benefit.

<i>Is year-end target likely to be achieved?</i>	<i>Live from</i>	<i>Scrutiny</i>
▶ Yes	2018	RSC

<i>Manager</i>	<i>Good performance</i>	<i>Corporate or Partnership indicator</i>	<i>Annual trend</i>
Director of Communities (CDR01)	Aim to Maximise	Corporate	↓

Trend chart



Comments

06-Jul-2018 Performance is on target to achieve checks on between 20% and 30% of the caseload during the year. Current performance suggests that almost 1/3 of benefit claims will have their entitlement checked during this financial year.

Corrective action

Q1 2018/19			Q2 2018/19			Q3 2018/19			Q4 2018/19		
Target	Value	Status	Target	Value	Status	Target	Value	Status	Target	Value	Status
5.00%	7.84%	✔	10.00%			15.00%			20.00%		