

Grant Thornton – Certification Work Report 2011/12

Action plan

Claim or return	Recommendation	Priority (L/M/H)	Management response & implementation details
Housing and council tax benefit	Undertake a post mortem review of the 2011/12 claim to consider the nature of the errors identified and patterns in the error types. Ensure that appropriate arrangements are put in place to address these, including: <ul style="list-style-type: none"> tailored and specific training for staff focused quality control checks. 	H	Review undertaken in December and action plan agreed. Awareness training plan implementation started in January 2013 linked to focused Quality Checking procedure. Completed in February 2013. Update meeting held in January and good progress is being made.
Housing and council tax benefit	Undertake a specific review of the calculation of tax credit cases and determine the reasons for high error rates in this area.	H	Undertaken as part of the overall review. Tax credits are now more of an automated process due to ATLAS.
Housing and council tax benefit	Ensure that the requirements of the DWP following qualification are satisfied, including determining a reasonable amendment to the subsidy.	H	The requirements of the DWP following qualification have been satisfied.