

## Grant Thornton – Certification Work Report 2012/13

### Action plan

#### Priority

High – Significant effect on arrangements

Medium – Some effect on arrangements

Low – Best practice

Rec No.	Recommendation	Priority	Management response	Implementation date & responsibility
1	Housing and council tax benefit – Further training on the calculation of earnings to be provided to reduce the number of errors in relation to this area.	High	Training for Benefits staff remains an on-going process which is now focusing on specific examples of errors relating to this area.	Started in October 2013. Benefits Manager