

Case Study

“RB Performance are a good company to work with and keen on enhancing the system to meet the needs of authorities and have made a number of developments to meet our individual requirements.”

Charlotte Blunden
Training & Performance
Improvement Officer, LB of
Haringey

London Borough of Haringey

BACKGROUND

Haringey is a densely populated borough in north London with a population of approximately 225,000.

It is also one of the most diverse with a significant proportion of people from ethnic minority backgrounds and over 160 different languages are spoken in the borough.

Benefit and Local Taxation THE VISION AND COMMITMENT TO IMPROVEMENT

The Benefit and Local Taxation Service Vision is to be recognised as a high performing, modern and efficient customer focused service. Our aim is to achieve excellence, so that customers will receive a fast, responsive and accurate service that meets their needs.

The Revenues and Benefits service is directly responsible for all back office functions relating to the administration of Housing Benefit, Council Tax Benefit and the collection and enforcement of Council Tax. It also continues to support Customer Services in providing front office support in those areas. Both front and back office functions for Business Rates are still fully administered directly by the service.

Last year the service handled in excess of 600,000 documents and received almost 20,000 new HB and CTB claims.

Charlotte Blunden, Training & Performance Improvement Officer said *“We aim to provide a quality service that is accurate and responsive to the needs of the diverse local community. It will be an innovative and accessible service, maximising the use and advantages of new technology. We will continue to maintain and develop strong links with key internal and external partners to ensure an effective and modern service.”*

WHY WE CHOSE RB PERFORMANCE

We were monitoring users' quality and performance using reports from our workflow system and manually recording the data on spreadsheets and paper files. We wanted a system that would automate the process for us and record the details in a central place. We chose RB Performance's PMQA as it automatically selects cases to check, based on the rules we determine and maintains a fully auditable record of all the cases checked and the activities undertaken. Additionally the dashboard functionality is available in real time and in an easy to view format for Team Leaders and Managers to access direct from their desktops. The system issues details of required corrections and relevant advice directly to the user via e-mail and shows updates to the record when it is ready to re-check and also automatically issues reminders to users after a specified period.





“In the present climate with ever increasing pressure on local authority budgets, it is even more important to have tools in place that will help to improve staff performance, improve quality and reduce costs”

Gavin Jones
Managing Director
RB Performance

KEY SELLING POINTS FOR US:

Value for money, continuous commitment to improve the system, excellent support service, control of our own parameters and administration, real time views of quality and dashboard.

HOW PMQA WILL HELP US

Charlotte Blunden:
Training & Performance Improvement Officer, LB of Haringey said

“The PMQA system is helping us to continue with our vision and commitment to improve and an easy and efficient way to help drive improvement across the service.

RB Performance is a good company to work with, welcoming requests for enhancements to develop the system further to meet our needs. The PMQA system has automated a significant part of the performance and quality checking process, freeing resources to concentrate on checking instead of administration.

The results of the quality checks are available to all Managers and Seniors within the service at the touch of a button and have enabled Haringey to identify training needs and areas requiring improvement.

A new reporting tool also enables us to report on exact periods, activities, errors, and enables Quality Officers to identify trends, highlighting areas of concern.

We have found the RB Performance PMQA system to be excellent value for money, enabling us to monitor and measure performance and quality in an easy and efficient way to help drive improvement across the service.

We are committed to providing customer excellence and the RB Performance PMQA system will only enhance this.”

For further information please call us on 01244 534 855 or email us at sales@rbperformance.com

RB Performance

RB Performance Limited

Adlink House, 86 The Highway, Hawarden, Flintshire, CH5 3DJ

Tel: +44 (0)1244 534 855

sales@rbperformance.com www.rbperformance.com