

Maidstone Borough Council

Corporate Services Overview and Scrutiny Committee

Tuesday 3 April 2012

Welfare Reform Update

Report of: Overview & Scrutiny Officer

1. Introduction

- 1.1 At its meeting on 1 November 2011, the Corporate Services Overview and Scrutiny Committee received an update on issues that had been identified in the Quarter 1 Performance and Complaints reports relating to Revenues and Benefits.
- 1.2 The Committee also received a presentation on Welfare Reform and made a number of recommendations (appendix a).
- 1.3 The Chairman felt it appropriate to receive a verbal update on the recommendations made and the progress made.

2. Recommendation

- 2.1 The Committee is recommended to consider the update given by Steve McGinnes, Head of Revenues and Benefits and make recommendations as appropriate.

3. Reasons for Recommendation

- 3.1 The Corporate Services Overview and Scrutiny Committee have an overarching role within the scrutiny structure. Their priority area, Corporate and Customer Excellence, encompasses Performance Management and Customer Care and Complaints. These two areas of responsibility have a shared interest in all services delivered within the authority.
- 3.2 As a Committee with an overarching scrutiny outlook Members have the opportunity to voice their current concerns with regard to Revenues and Benefits as part of a bigger picture. The amendments to the Housing Benefit Scheme to be phased in from April 2011-13; the creation of New Universal Credit; and the New Local Scheme for Council Tax are all areas the Committee may wish to gain an informed understanding of to assist them in their ongoing role.

4. Impact on Corporate Objectives

- 4.1 The Committee will consider reports that deliver against the following Council priorities:
- 'Corporate and Customer Excellence'.
- 4.2 The Strategic Plan sets the Council's key objectives for the medium term and has a range of objectives which support the delivery of the Council's priorities. The Committee's work will contribute to the delivery of these key objectives over the next year.