

<b>Impact Assessment of: LBS – Fraud Business Plan</b>
<b>Service/ Directorate: Leeds Benefits Service (LBS) / Resources</b>
<b>Date Completed: 27<sup>th</sup> December 2006</b>
<b>Lead Officer: Steve Blighton</b>

**Members of the assessment team:**

<b>Name</b>	<b>Organisation</b>	<b>Role on assessment team e.g. service user, manager of service</b>
Steve Blighton	Leeds Benefits Service	Benefits Manager

**Brief description of policy/ service:**

To ensure that Leeds Benefit Service tackles abuse of the benefit system.

There are performance measures and BVPI's that the Section need to address;

- BVPI76a – Number of visits per 1000 caseload
- PM14 & BVPI76b – Number of Investigators per 1000 caseload
- PM15 & BVPI76c – Number of investigations per 1000 caseload
- PM16 & BVPI76d – Number of sanctions per 1000 caseload
  
- PM13 – Number of fraud referrals per 1000 caseload

**Brief account of how the impact assessment was carried out:**

Desk top exercise

**Brief description of any adverse affects found:**

**Built environment** – Interviews under caution are undertaken in 2 Great George Street and disabled access has been considered with the use of this building. Where customers are unable to attend an interview at 2 Great George Street and alternative local office or home visit will be considered

**Information & communication** – need to ensure that all literature is available in different formats and also have interpreters where required for interviews under caution.

**Customer care and staff training** – all staff need to be made aware of the strategy and the tools available to deliver the aims of the strategy

**Timing** – ensure that visits are undertaken at appropriate times of the day that are not inconvenient for customers. Take into account certain religious festivals when undertaking visits. Be flexible with the needs to the customer.

**Stereotypes and assumptions** – all investigations will be undertaken based upon the information made available at the referral stage. All referrals will be assessed using a standard matrix which takes into account the quality of the intelligence supplied upon referral. No specific pro-active drive will be initiated which will target specific stereotypes within the City of Leeds. The offering of sanctions will be consistent with regard to Leeds City Council Prosecution Policy.

**Summary of Actions arising from Assessment**

<b>Actions</b>	<b>Responsibility</b>	<b>Timescale</b>
Where customers are unable to attend an interview at 2 Great George Street and alternative local office or home visit will be considered.	Interveiwing officer	On-going basis
Need to ensure that all literature is available in different formats and also have interpreters where required for interviews under caution.	Manager Equal Access Officer	On-going basis
all staff need to be made aware of the strategy and the tools available to deliver the aims of the strategy	Manager Team Leaders	On-going basis

**Contacts for further information:**

Steve Blighton (395 0543)

**Date published on Council Website:**

8<sup>th</sup> January 2009