

Task Sheet:	Communication within the Council
Number	Task Sheet LA03
Timeline	<i>Start October 07 – complete by March 08</i>
Purpose:	To keep internal stakeholders informed of LHA progress.
Composition:	<p>3.1 Consider the need to inform members about the LHA and the implementation plan required to deliver it.</p> <p>Provide</p> <p>3.2 Overviews for front line staff (including processing staff).</p> <p>3.3 Awareness sessions for external organisations eg CAB, JCP, TPS in order to identify training, needs (see Task Sheet LA06).</p> <p>3.4 Full training and regular updates for processing Staff. Provide relevant information for your payment team about the LHA and the difference in the way that benefit will be paid i.e. normally to the claimant.</p> <p>3.5 Overview and updates for front line staff.</p> <p>3.6 Overview and updates for telephone teams.</p> <p>3.7 Overview and updates for visitors.</p> <p>3.8 Overview and updates for staff involved in fraud investigation, data matching and risk based reviews.</p> <p>3.9 Overview and updates for overpayments staff.</p> <p>3.10 Overview and updates for Housing Advice, Homelessness, Welfare rights and supporting people teams.</p>

	<p>3.11 Overview and an opportunity to raise issues / concerns from other Departments within the Council.</p> <p>All of the above should be given copies of relevant publicity material.</p> <p>3.12 Inform the Chief executive – of the changes brought about by the LHA.</p> <p>3.13 Provide actual legislation / system training for processing staff and front line staff (see Task Sheet LA14).</p> <p>3.14 Provide legislation training for external organisations.</p> <p>3.15 Speak to your payments section to develop encashment procedures.</p> <p>3.16 Welfare Rights – provide training for key staff – advise that they cascade the training to other staff.</p> <p>3.17 Customer Services – give an overview and then regular updates.</p> <p>All of the above should be given copies of relevant publicity material.</p> <p>Others:</p> <p>3.18 Departmental Management Team/ Members / Scrutiny Board – give an initial outline and then provide 6 monthly progress reports.</p> <p>3.19 Post go-live – update sessions with processing staff and front line staff.</p>
<p>Notes:</p>	<p>Each LA will have their own view of the publications that they would like to produce. DWP produced material is to assist and can be amended to reflect the needs of each area, sent as it is or in addition to in-house material. Training material will be provided by the DWP which can be adapted to each authorities needs.</p>