

## Appendix D

### Performance and Finance Sub Committee Local Government Ombudsman reports on two complaints about the Revenue and Benefits Service

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#### Foreword and aims of strategy

1. Defining, identifying and maintaining records of Vulnerable Customers (HB/CTB)
  - 1.1 Defining, identifying and maintaining records of Vulnerable Customers (Council Tax)
- 2. Collecting money responsibly and sensitively**
  - 2.1 Council Tax Recovery Policy for customers experiencing hardship
  - 2.2 Housing Benefit Overpayment Policy
- 3. Helping customers to claim Benefit and keep their entitlement correct**
  - 3.1 Visiting policy ( welfare visits )
  - 3.2 New claims
  - 3.3 In-claim reviews
  - 3.4 Encouraging customers to report changes in their circumstances
  - 3.5 Urgents procedure
- 4. Income maximisation**
  - 4.1 Housing benefit and Council Tax benefit take up plans
  - 4.2 DHP policy
- 5. Identifying and removing communication and access barriers experienced by customers**
  - 5.1 Language barriers
  - 5.2 Access to customer services and phones
  - 5.3 Access to written communication
  - 5.4 Appointees

**6. Working collaboratively with stakeholders to meet vulnerable customers needs**

- 6.1 Housing and community Care
- 6.2 One Stop Service
- 6.3 Advice agencies
- 6.4 RSLs
- 6.5 DWP and HMRC