

### Appendix 3 – Agreed Action Plan

Number	Issue	Recommendation	Priority	Comment/Responsible officer/Due date
1	Incorrect tax code information used in assessments	The Authority / Capita should reinforce this area when training staff, and carry out specific quality checks to reduce the number of errors.	2	Agreed. Action <b>completed</b> before submission of 2014/15 claim and procedure manual has been updated.
2	Errors in calculation of backdated benefits	The Authority / Capita should reinforce this area when training staff, and carry out specific quality checks to reduce the number of errors.	3	Agreed. Action <b>completed</b> before submission of 2014/15 claim and procedure manual has been updated.
3	The numbers of payslips retained are fewer than required by DWP	The Authority / Capita should reinforce this area when training staff, and carry out specific quality checks to reduce the number of errors.	3	Agreed. Action <b>completed</b> before submission of 2014/15 claim and procedure manual has been updated.
4	Various other minor errors found during our testing	The Authority / Capita should note these errors.	3	Noted. Minor errors have been reviewed in the course of completion of the 2014/15 claim.
5	Limited resilience and capacity at Capita, as all our benefits testing is supported by one officer.	The Authority should discuss with Capita how resilience and capacity can be increased in future years.	3	Although the benefits testing is supported by one officer, resilience is provided by the fact the Capita support other sites and staff can be available to support in Sheffield where required..

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