

Officer Decision Record Template

Record of Decision of the Service Director Finance Neil Copley

Subject

The request is to purchase a Performance Management and Quality Assurance Reporting Tool for the Benefits, Taxation and Income Service

The system will allow Managers to monitor staff's performance as well as using the system to carry out and record quality checks.

The work processed by staff is complex and detailed and the tool will enable the Service to monitor performance and quality

The tool will allow the Service to identify problem areas of under- performance and put early intervention in where necessary

The system will allow for the production of reports to be shared with BTI Management team

The objective of this project is to ensure Performance Monitoring is being carried out through Benefits, Taxation and Income on a regular and consistent basis

Detect under-performance and determine training needs

Ability to set performance targets for all staff

Determine level of quality checks of different types of assessments

Time Saving for Managers/ Team Leaders in managing performance. This is currently done manually and is very time consuming for team leaders/ Managers with no consistency

Produce detailed reports which are currently done manually

Decision Taken

Authority given to purchase the RB Performance Management System for a 3 year contract term at a cost of £20,500.00 for the first year.

Year 2 - £6,500.00

Year 3 - £6,500.00

Total - £33,500.00

Date of Decision

07th October 2019

Signature
Neil Copley

