Action Point Log – Open

Reference	Action	Assigned to:	Due Date	Update/Deadline
02-210219	Investigate the possibility of testing ID verification for Tax Credit customers, to see whether it provides them with a smoother journey.	Paul Francis	19/09/19	It is within plans to test the journey for Tax Credit customers within the build of the solution (June/July) without integration to UC in the first instance to test the HMRC to DWP journey. Assuming that is successful, we also plan to test with integration to UC through the Dynamic Trust Hub that we are also testing in P8. This is being tracked through the UC Risk P74 and ID&T High Level Feasibility and Delivery Plans.
01-160419	Provide data on average call length, average number of calls per staff member and the variation in these figures; an assessment of the workload that calls impose on staff members.	JP Marks	25/06/19	Propose closure as paper on today's agenda updating on telephony.
01-140519	Note on why claimants refuse an advance, to be circulated to Board members.	Neil Couling	16/07/19	