

From: Tracy Meharg
Permanent Secretary

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Irrelevant & Sensitive

E-mail: tracy.meharg@communities-ni.gov.uk
Our Ref: PSC 0198-2020
Date: 2 April 2020

Mr Anthony Harbinson
Chief of Staff NI HUB
4th Floor
Castle Buildings
Stormont
Belfast
BT4 3SR

Via email: COS@NIHUB.gov.uk

Dear Anthony

**NI HUB RESILIENCE: COVID 19 – EXECUTIVE STRATEGY AND SUPPORTING
DATA REQUEST**

Thank you for your memo of 31 March 2020 asking Departments to review the priorities and actions in the Executive's draft COVID 19 Strategy and to assign SROs and a current RAG status to each.

My Department's priorities, as outlined in the PowerPoint presentation attached to your correspondence, are set out overleaf with an SRO and RAG status assigned to each.

| Objective | Action | SRO | RAG Status |
|---|---|---------------|-------------------|
| 1.1 Identify, contact and provide support for the most vulnerable patients so that they can stay safely at home. | Timely information, contacting those who need to stay at home, and putting support arrangements in place. | Moirá Doherty | Green |
| 1.8 Ensure children, vulnerable people and the self-isolating have access to food and medicines. | Enhancing the existing statutory and voluntary services with additional volunteers | Moirá Doherty | Green |
| 2.5 Ensure that individuals and families are supported. | Prioritising the benefits and advice systems so that people get the help they need. | Colum Boyle | Amber / Red |
| 3.6 Measures to mitigate against mental health in place. | Identify measures to lessen the impact. | Moirá Doherty | Green / Amber |

You have also asked Departments to review the data/metrics that are available to support our priorities and actions. My officials have been working closely with the NI Hub on the provision of datasets relevant to managing the ongoing situation and have agreed to include the attached dashboards at Appendix A with our daily Situation Report to the NI Hub. In addition my Department will continue to provide metrics on the staff absence position and officials are working with Volunteer Now to establish suitable reporting metrics that can also be included.

Yours sincerely,

Personal Data

TRACY MEHARG
PERMANENT SECRETARY

Benefit Claims Dashboard

Reporting Period: 31 March 2020

Jobseekers Allowance

90
Claims

272%
% Change v Forecast

Change against Daily Baseline (Jan 20)

56

Employment Support Allowance

47
Claims

-8%
% Change v Forecast

Change against Daily Baseline (Jan 20)

0

Discretionary Support

Data Not Yet Available

Data Not Yet Available

Universal Credit

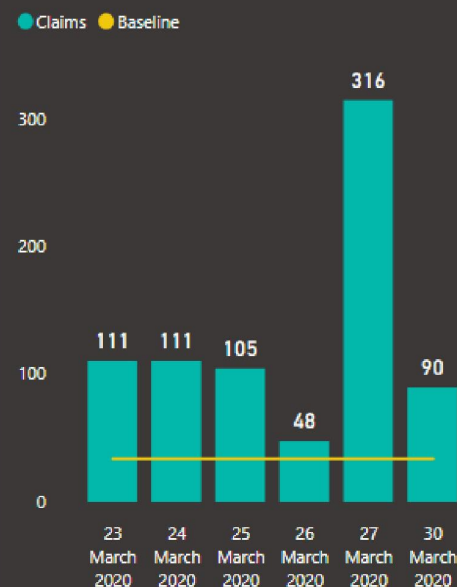
2,300
Claims

Forecast Data
Not Available

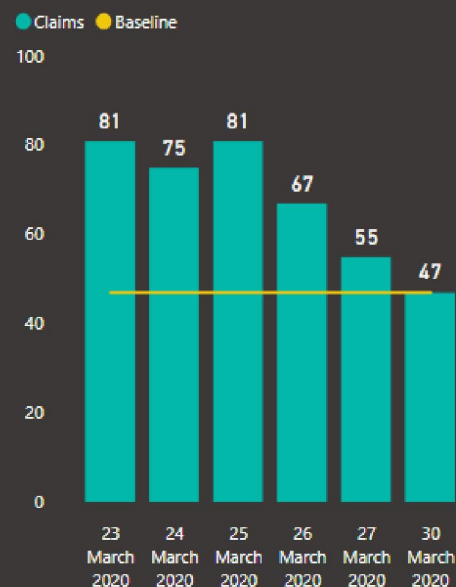
Change against Daily Baseline (Pre Mar 16th)

2,022

JSA Claims Timeline (Note Y Axis Change)



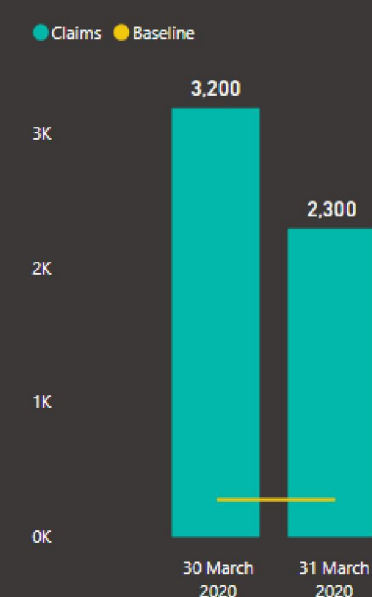
ESA Claims Timeline (Note Y Axis Change)



DS Claims Timeline (Note Y Axis Change)

Data Not Yet Available

UC Claims Timeline (Note Y Axis Change)



Benefit Actual Inbound Calls and Claims Dashboard

Reporting Period: 31 March 2020



DfC Inbound Telephony Daily Update

Reporting Date: 31 March 2020

Work Area

Sub Area

Universal Credit

All

Universal Credit

Percentage of Calls Sent to Agent Queue

29.76%

Percentage of Calls Not Sent to Agent Queue

70.24%

4,715

Genesys Inbound Demand

1,403

Calls offered to Agent Queue

95%
1,327

Calls Answered from Agent Queue

00:02:54

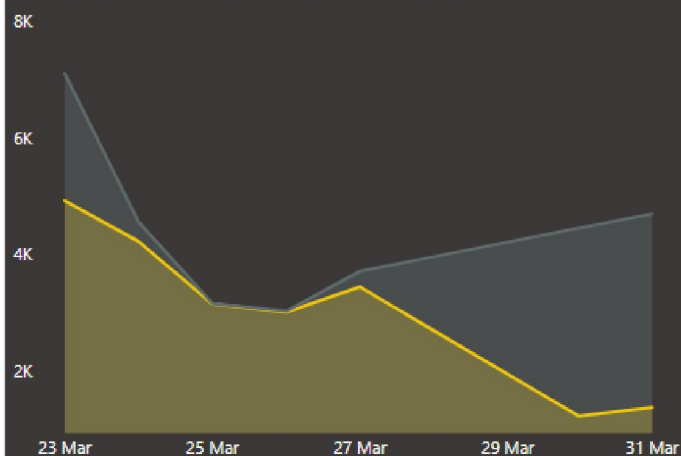
Average Time to Answer

5%
76

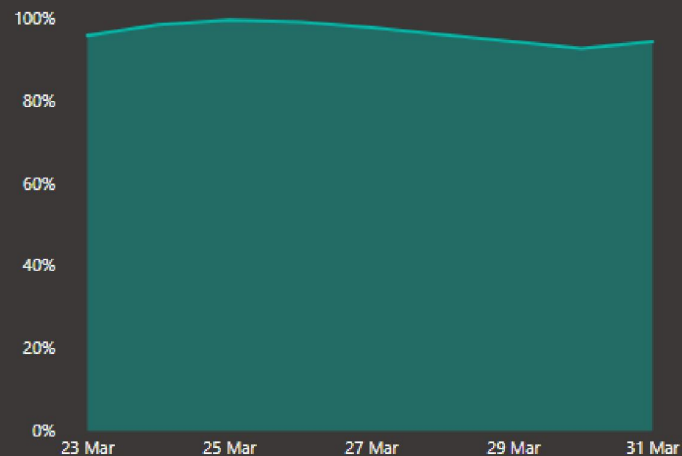
Calls Abandoned from Agent Queue

Number of Genesys Calls Inbound & those offered to queue

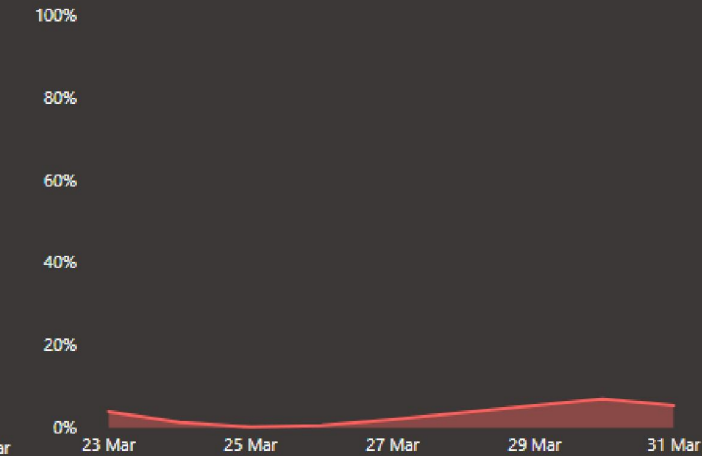
● Calls offered to Agent Queue ● Genesys Inbound Demand



Percentage of Calls Answered from Agent Queue



Percentage of Calls Abandoned from Agent Queue



Reporting Date: 31 March 2020

Work Area
Working Age

Sub Area
Jobseekers Allowance

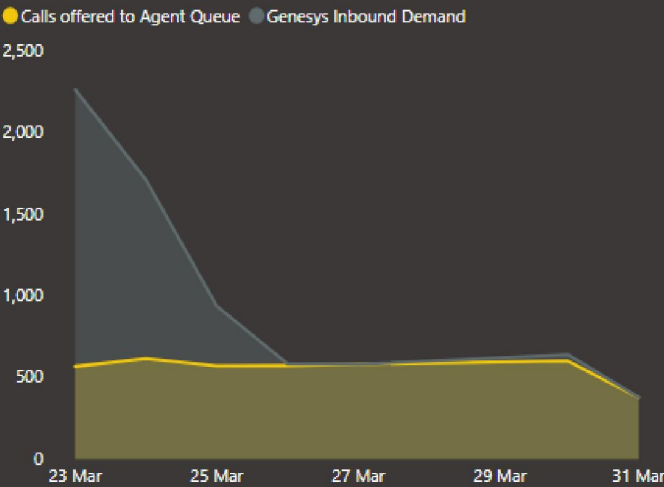
Jobseekers Allowance

Percentage of Calls Sent to Agent Queue

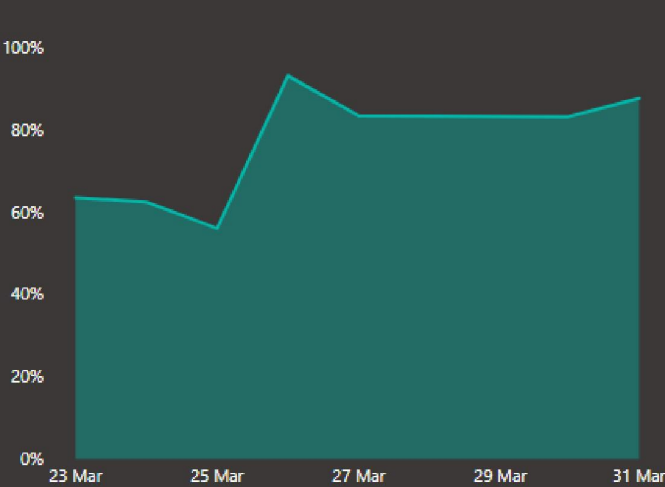


| | | | | |
|------------------------|------------------------------|---------------------------------|------------------------|----------------------------------|
| 379 | 379 | 88% 333 | 00:03:06 | 12% 46 |
| Genesys Inbound Demand | Calls offered to Agent Queue | Calls Answered from Agent Queue | Average Time to Answer | Calls Abandoned from Agent Queue |

Number of Genesys Calls Inbound & those offered to queue



Percentage of Calls Answered from Agent Queue



Percentage of Calls Abandoned from Agent Queue

