

Revenues & Benefits Service Plan 2010/11

Action Plan					Connections			
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	Relevant Sustainable Community Strategy Theme	Linked to an LAA Target

Strapline: Promoting prosperity and well being; providing access and opportunities
Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable

We will continue to maintain a high level of quality service to:

- **Support the homeless and to increase legitimate benefit take up for those in need.**

10-RB1	Investigate and if appropriate commence, shared service opportunities with Stevenage BC	<p>Target: Identify opportunities to improve service delivery, and/or performance, and/or efficiencies.</p> <p>Outcome: Measurable targets.</p> <p>Critical Success Factors: Member approval.</p> <p>Environmental Impacts: Possible increase in business travel alongside more electronic working.</p>	01 July 2010	Head of Revs & Bens	Will require support from IT, HR, communications etc and other corporate services if and when project commences	Unknown	East Herts - Health, Wellbeing and Play	Non Applicable
10-RB2	If funding bid successful, implement and roll out Capita products	<p>Target: Increase capacity, and range of service delivery options for customers.</p> <p>Outcome: Increased capacity, performance levels improved, reduction in manual process, reduction in prep time for staff working remotely.</p> <p>Critical Success Factors: Funding bid approved, roll out and take up achieved, roll out by Capita, training etc</p> <p>Environmental Impacts: Opportunities to reduce paper flow and possible reduction in staff travel due to increased remote/ onsite working.</p>	When benefit caseload falls to 2008 levels (caseload 6200 & new claims c250 per month)	Head of Revs & Bens	The bid includes support from Capita to implement and roll out project but this may impact on IT	Capital bid	East Herts - Health, Wellbeing and Play	Non Applicable
10-RB3	Manage workload and un known changes to service demand in current economic climate	<p>Target: Service deliver targets achieved.</p> <p>Outcome: Service has the capacity to deal with increase in service demand.</p> <p>Critical Success Factors: Performance targets achieved.</p> <p>Environmental Impacts: None.</p>	31 March 2011	Head of Revs & Bens	Unknown	Unknown	East Herts - Health, Wellbeing and Play	Non Applicable

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10-RB4	C3W - roll out of home & remote & flexible working, and move staff to Hertford	<p>Target: Staff successfully enabled to work from home, flexibly and remotely and those office based staff moved to Hertford.</p> <p>Outcome: Service delivered in accordance with C3W agenda, increasing capacity and improving performance.</p> <p>Critical Success Factors: Roll out of IT.</p> <p>Environmental Impacts: Possible reduced carbon footprint</p>	31 March 2011	Head of Revs & Bens	IT, C3W Board etc	Unknown	East Herts - Health, Wellbeing and Play	Non Applicable
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