

Revenues and Benefits Service Plan 2012/13

Action Plan					Connections		
Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	
Strapline: Corporate Priority: <i>Prosperity (EHC) Move towards Excellence (SBC)</i>							
12-	Shared Service implementation	Target: March 2013 Outcome: Service running as one, in each area of activity Critical Success Factors: Processes only separate to reflect local discretions and policies Environmental Impacts: Smooth service delivery with minimum waste	31 March 2013	Head of Revenues and Benefits Shared Service	IT and HR are essential elements of this process.		Unknown
12-	Service Review of shared service operation	Target: March 2013 Outcome: Processes streamlined Critical Success Factors: Processes only separate to reflect local discretions and policies Environmental Impacts: Smooth service delivery with minimal waste	31 March 2013	Head of Revenues and Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc		Unknown
12-	Harmonization of processes and performance	Target: March 2013 Outcome: Service running as one, in each area of activity Critical Success Factors: Processes only separate to reflect local discretions and policies Environmental Impacts: Smooth service delivery minimal waste	31 March 2013	Head of Revenues and Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc		Unknown
12-	Environmental agenda	Target: March 2013 Outcome: Less paper and printing in the service Critical Success Factors: Staff working from home in a paper free environment Environmental Impacts: Less use of natural resources.	31 March 2013	Head of Revenues and Benefits Shared Service	The service generates large volumes of paper output for customers and officers use. Changing the way we work to minimise this output will benefit both customer, budget and environment		Unknown
12-	Deliver Excellent Customer Service	Target: March 2013 Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2013	Head of Revenues and Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc		Unknown