

STEVENAGE BOROUGH COUNCIL AND EAST HERTS COUNCIL

EAST HERTS COUNCIL AND STEVENAGE BOROUGH COUNCIL JOINT  
REVENUES AND BENEFITS COMMITTEE – 24 JANUARY 2012

REPORT BY HEAD OF REVENUES AND BENEFITS SHARED SERVICE

7. SERVICE PLAN 2012/13

WARD(S) AFFECTED: All.

Purpose/Summary of report:

- To receive the draft 2012/13 service plan for the shared revenues and benefits service.

<b>RECOMMENDATION FOR DECISION:</b> that
(A) The draft 2012/13 service plan be approved.

1.0 Background:

1.1 The shared revenues and benefits service saw staff transfers in August 2011, a new organisational structure agreed and appointments made to it over the period to December accompanied by commencement of integration of ICT and harmonisation of processes in preparation for the 2012 year end. In order to assist in planning and prioritising objectives for the first full year of operation from April 2012 a service plan has been drafted by the Head of the Shared Service.

2.0 Report:

2.1 The service plan provides a reference point for service managers and their staff in setting individual and team targets for 2012/13 and focuses the new organisation on the enhanced scale and scope of the service.

2.2 The service plan follows conventional East Herts Council format and includes:

- A 'snapshot' of the service

- An outline of key projects
- Specific actions for 2012/13
- Future financial implications
- An operational risk assessment

2.3 Please see **Essential Reference Paper B**.

2.4 Whilst previously the separate East Herts and Stevenage services were broadly similar in many respects, differences existed in ways of working and certain aspect of performance. These will be addressed as a priority in the year ahead.

2.5 The service plan reflects the fact that in the first full year of operation, the focus will be on service performance, delivering savings and strengthening resilience. There will be a necessary period of bedding in the team structure and the harmonisation of practice and procedure.

3.0 Key Considerations:

3.1 The format and content of service performance for the shared service was agreed at the meeting of the Joint Committee on 19<sup>th</sup> October 2011 and will be reported separately to the committee at a later date.

4.0 Implications / Consultations:

4.1 The service plan is consistent with the proposed budget. As a new organisation with changes to systems and processes, a feature of the first year is to review all aspect of equality impacts.

Background Papers:

None.

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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>Promoting prosperity and well-being; providing access and opportunities</b>  <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b>  <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Pride in East Herts</b>  <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p><b>Caring about what's built and where</b>  <i>Care for and improve our natural and built environment.</i></p> <p><b>Shaping now, shaping the future</b>  <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p><b>Leading the way, working together</b>  <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	
<p>Legal:</p>	<p>None</p>
<p>Financial:</p>	<p>None</p>
<p>Human Resource:</p>	<p>None</p>
<p>Risk Management:</p>	<p>None</p>