

Revenues and Benefits Shared Service Service Plan 2013/14

Action Plan						Connections
Action Code	ACTION	What role will the service play?	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:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13-RB01	Deliver Excellent customer service	Service Provider / Commissioner / Manager	Target: Recommend a customer charter to the Joint Committee by October 2013. Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	01 October 2013	Head of Revenues & 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
13-RB02	Assess the relevancy of the performance management information for the service, with a view to determine a set of measures that support the shared service, as well as meeting the Council's priorities	Service Provider / Commissioner / Manager Partner	Target: Assessment completed and a set of performance measures proposed. Outcome: SMART set of performance measures that are fit for purpose and relevant to support both the shared service and East Herts priorities. Critical Success Factors: Systems in place to collect data, support of shared service provider. Environmental Impacts: None identified.	30 September 2013	Head of Revenues and Benefits in conjunction with the Corporate Planning and Performance Manager	Financial Support Services and Performance
Corporate Priority: Prosperity						
Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13-RB03	Introduce the Local Council Tax Support Scheme (CTS)	Service Provider / Commissioner / Manager	Target: To ensure the administration of the CTS systems is effective during 2013, and to identify any revisions for a scheme in 14-15. Outcome: Customer satisfaction levels sustained. Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2014	Head of Revenues & 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
13-RB04	Introduce the changes to the National Non domestic Rates scheme	Service Provider / Commissioner / Manager	Target: To ensure that the administration of the scheme is effective and that appropriate monitoring information is made available to inform the council of its exposure. Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2014	Head of Revenues & 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
13-RB05	Introduce the changes to the Benefits systems as a result of Welfare reforms	Service Provider / Commissioner / Manager	Target: To ensure the changes to the benefits scheme are administered effectively and efficiently. Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2014	Head of Revenues & 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