

Revenues and Benefits Shared Service - Service Plan 2014/15

Action Plan							Connections	
Action Code	ACTION	What role will the service play? (Please click in the cell to select the relevant role by clicking on the drop down arrow)	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:	Links to partnership wide agendas: - Community Strategy - Health and Wellbeing	
Corporate Priority: Prosperity								
Strapline: Improving the economic and social opportunities available to our communities								
Deliver value for money and reduce our reliance on central government funding								
14-RB01	Evaluate the Council Tax Support scheme (CTS) and make recommendations for a revised scheme if appropriate for 2015/16	Service Provider / Commissioner / Manager	Target: To ensure the administration of the CTS systems is effective for 2014/15, and to identify any revisions for a scheme in 2015/16. Outcome: Customer satisfaction levels maintained at April-November 2013 levels. Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 August 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	None	
14-RB02	Evaluate the NNDR valuation list and explore options to maximise the Rating Valuation (RV)	Service Provider / Commissioner / Manager	Target: Maximisation of income generation for the Council Outcome: Rating Valuation list maximised Critical Success Factors: Availability of resources and funding to carry out project. Environmental Impacts: None.	31 March 2015	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	None	
14-RB03	Implement the changes to the benefits system resulting from the welfare reform, continue working with partners to support customers, and develop the 'Here to Help' agenda, whilst responding proactively to any plans for the roll out of universal credit.	Service Provider / Commissioner / Manager	Target: To ensure the administration of the Housing Benefit and CTS systems is effective for 2014/15, whilst developing relationships with partners to support customers and provide a quality service. Outcome: Customer satisfaction levels maintained at April-November 2013 levels. Critical Success Factors: Stable workloads and staff resources. Environmental Impacts: None.	31 March 2015	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	None	
14-RB04	Explore and respond to the principles of the audit commissions 'protecting the public purse' as they impact on this service area.	Service Provider / Commissioner / Manager	Target: To ensure the service is proactively engaged with the prevention and detection of fraud across the whole area of operation. Outcome: Fraud prevention and detection are promoted and actioned Critical Success Factors: Stable workload and resources. Environmental Impacts: None.	01 March 2015	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	None	