

Revenues & Benefits Shared Service Service Plan 2015/16

| 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: |
| <p>Corporate Priority: People Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute</p> | | | | | | | |
| <p>Deliver customer focused services</p> | | | | | | | |
| 15-RB01 | Review the way in which the Benefits service is delivered and evaluate a re-engineering of the service to provide assessment at point of contact | Service Provider / Commissioner / Manager | <p>Target: Evaluate ability to deliver Housing Benefit assessment at first point of contact. Outcome: Customer satisfaction levels maintained at April -Nov 2014 levels. Critical Success Factors: Stable workloads and staff resources. Environmental Impacts: None.</p> | 31 March 2016 | Head of Revenues & Benefits | The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc. | Health and Wellbeing |
| 15-RB02 | To continue channel shift to self service options for customers and to explore further self service facilities for future development | Service Provider / Commissioner / Manager | <p>Target: To enable customers to resolve a small range of basic queries themselves. Outcome: Customer satisfaction levels maintained at April -Nov 2014 levels. Critical Success Factors: Stable workloads and staff resources. Environmental Impacts: None.</p> | 31 March 2016 | Head of Revenues & Benefits | The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc. | Health and Wellbeing |
| <p>Corporate Priority: Prosperity Strapline: Improving the economic and social opportunities available to our communities</p> | | | | | | | |
| <p>Deliver value for money and reduce our reliance on central government funding</p> | | | | | | | |
| 15-RB03 | Evaluate the Council Tax Support scheme (CTS) and make recommendations for a revised scheme if appropriate for 2016/17. | Service Provider / Commissioner / Manager | <p>Target: To ensure the administration of the CTS systems is effective for 2015/16, and to identify any revisions for a scheme in 2016/17. Outcome: Customer satisfaction levels maintained at April-Nov 2014 levels. Critical Success Factors: Clear direction from Members on direction of scheme Environmental Impacts: None.</p> | 31 August 2015 | Head of Revenues & Benefits | The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc. | Health and Wellbeing |

| 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: |
| 15-RB04 | Evaluate the NNDR valuation list and explore options to ensure that the maximum appropriate rating valuation (RV) is being collected. | Service Provider / Commissioner / Manager | <p>Target: Maximisation of income generation for the Council</p> <p>Outcome: Rating Valuation list maximised</p> <p>Critical Success Factors: Availability of resources and funding to carry out project.</p> <p>Environmental Impacts: None.</p> | 31 March 2016 | Head of Revenues & Benefits | The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc. | Health and Wellbeing |
| 15-RB05 | 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 | <p>Target: To ensure the administration of the Housing Benefit and CTS systems is effective for 2015/16, whilst developing relationships with partners to support customers and provide a quality service.</p> <p>Outcome: Customer satisfaction levels maintained at April -Nov 2014 levels.</p> <p>Critical Success Factors: Stable workloads and staff resources.</p> <p>Environmental Impacts: None.</p> | 31 March 2016 | Head of Revenues & Benefits | The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc. | Health and Wellbeing |
| 15-RB06 | Implement and develop a new Business Rates Team developing relationships with charge payers and increasing in year recovery rates and reducing outstanding arrears, | Service Provider / Commissioner / Manager | <p>Target: Maximisation of income for the Council</p> <p>Outcome: Rating Valuation list maximised</p> <p>Critical Success Factors: Availability of resources and funding to carry out project.</p> <p>Environmental Impacts: None.</p> | 31 March 2016 | Head of Revenues & Benefits | The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc. | Health and Wellbeing |
| 15-RB07 | Review the way in which Council tax is collected and recovered and consider alternatives to increase in year collection rate and arrears reduction. | Service Provider / Commissioner / Manager | <p>Target: Increased in year collection rate and reduction in arrears.</p> <p>Outcome: More efficient and effective collection of tax</p> <p>Critical Success Factors: Availability of resources and funding to carry out project.</p> <p>Environmental Impacts: None.</p> | 31 March 2016 | Head of Revenues & Benefits | The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc. | Health and Wellbeing |

| 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: |
| 15-RB08 | To manage the transition for Benefit and other fraud from internal provision to SFIS (DWP) and SAFS (shared anti fraud service) | Service Provider / Commissioner / Manager | <p>Target: Fraud workload is managed under new operating arrangements</p> <p>Outcome: Efficient and effective fraud prevention and detection</p> <p>Critical Success Factors: Availability of resources and funding to carry out project.</p> <p>Environmental Impacts: None.</p> | 31 March 2016 | Head of Revenues & Benefits | The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc. | Health and Wellbeing |