

Revenues and Benefits Service Plan 2011/12

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: Promoting prosperity and well being; providing access and opportunities
Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable

By 2015 - Support the homeless and ensure those in need access the benefit they are entitled to.

11- RB1	Investigate and if appropriate commence, shared service opportunities with Stevenage BC	Target: Identify opportunities to improve service delivery, and/or performance, and/or efficiencies. Business case completed 31 May 2011. Outcome: Measurable targets. Environmental Impacts: Possible increase in business travel alongside more electronic working.	31 May 2011	Head of Revs & Bens	Will require support from IT, HR, Accountancy, Customer services etc - basically all service which support or interact with the Revs & Bens services	Unknown - being determined in project plan at time of writing
11- RB2	Roll out Capita products	Target: Increase capacity, and range of service delivery options for customers. Outcome: Increased capacity, performance levels improved, reduction in manual process, reduction in prep time for staff working remotely. Critical Success Factors: Roll out and take up achieved, roll out by Capita, training etc Environmental Impacts: Opportunities to reduce paper flow and possible reduction in staff travel due to increased remote/ onsite working.	31 March 2012	Head of Revs & Bens	Capita and IT	Unknown
11- RB3	Manage workload and un known changes to service demand in current economic climate	Target: Service deliver targets achieved. Outcome: Service has the capacity to deal with increase in service demand. Critical Success Factors: Performance targets achieved. Environmental Impacts: None.	31 March 2012	Head of Revs & Bens	Unknown	Unknown
11- RB4	C3W - roll out of home & remote & flexible working, and move staff to Hertford	Target: Staff successfully enabled to work from home, flexibly and remotely and those office based staff moved to Hertford. Outcome: Service delivered in accordance with C3W agenda, increasing capacity and improving performance. Critical Success Factors: Roll out of IT. Environmental Impacts: Possible reduced carbon footprint	31 March 2012	Head of Revs & Bens	IT, C3W Board etc	Unknown