

## ANGLIA REVENUES PARTNERSHIP

**Report of** Paul Corney - Head of ARP

**To:** ARP Joint Committee, 7 December 2015

**Subject:** The Anglia Revenues Partnership (ARP) Service Delivery Plan.

**Purpose:** To recommend the Service Delivery Plan and Risk Register at Appendix A are approved and to report on the progress in respect of the September 2014 Service Delivery Plan.

### Recommendation(s):

- That the progress in respect of the September 2014 Service Delivery Plan is noted.
- That the ARP Joint Committee Approve the revised Service Delivery Plan at Appendix A
- That the Joint Committee notes the contents of the report and agrees the Risk Register at Appendix A.

## 1. INTRODUCTION

### 1.1 Background

- 1.1.1 In accordance with the ARP agreement a revised Service Delivery Plan should be agreed by the Joint Committee by the end of December each year.
- 1.1.2 A Service Delivery Plan was agreed in September 2014 and Appendix B shows progress against this plan
- 1.1.3 In addition to service aims and objectives the plan includes a risk assessment and detail of the major projects that ARP will implement in the next year.

### 1.2 September 2014 plan update

- 1.2.1 The ARP agreement for the 7 partners has been signed and the structure is bedded in. The savings estimated in the business plans were exceeded and there was a significant year end surplus.
- 1.2.2 It has been a very successful year. The increase in the partnership has achieved the a surplus in annual savings and performance continues at the level we saw before the new partners joined ARP.
- 1.2.3 There is still work to be done to bring together processes and procedures which will follow on from the migration to one Document Management System (EDMS) for the 7 partners and the new ARP website.
- 1.2.4 The EDMS project will mean that all the workload of all 7 partners is managed as one caseload and can all cases can be worked upon by all assessment officers without the need for multiple log-ons.
- 1.2.5 The new transactional internet site will improve the customers experience of on-line services and the redesign of on-line forms will make processes for customers simpler and clearer. We are working with our on-line forms provider and Capita Seervices to increase the number of forms that automatically update the Capita Revenues and Benefits system with data from the on-line forms leading to efficiencies in the future.

- 1.2.6 The business case to create an Enforcement Agency to deliver ongoing income to the partners was agreed and the service has been in place since July 2015. There is a separate report on the progress to date of the Enforcement Agency.
- 1.2.7 The Service Level Agreement for Human Resources for the staff based at Breckland House has been agreed and West Suffolk Human Resources Team have been providing HR services since 1 October 2015.
- 1.2.8 The review of services in the light of Universal Credit cannot be completed without more information from the DWP concerning their timescale in migrating cases. There is a separate report concerning Welfare Reform.

### **1.3 Revised Service Delivery Plan and Risk Register**

- 1.3.1 The service Delivery Plan (Appendix A) details the high level actions that the service must implement to ensure that the varied demands on the service are met.
- 1.3.2 The Partnership needs to reconsider the strategic direction of the ARP going forward and so it is recommended that a 3 year strategy/business plan is developed and agreed by the Joint Committee.
- 1.3.3 If the Partnership wishes to expand further then we need to identify the challenges that we will face in the short to medium term and to also determine our aspirations in commercial terms.
- 1.3.4 The first two actions in the revised plan relate to the development of the strategy and the development of business cases relating to potential income generating opportunities. The actions also identify the need to have the framework for the ARP Trading Company in place so that everything we need is in place as opportunities arise.
- 1.3.5 The plan also seeks to ensure that the processes and procedures across the partnership are harmonised and that the use of all resources available to the partners is maximised. This work is essential if we wish to see further efficiencies and better services for customers
- 1.3.6 These actions and the projects in the plan are designed to further improve the harmonisation of services across the partnership and to improve our digital offerings to customers. These actions will lead to further efficiencies and automation of processes and ultimately savings for the partner councils.
- 1.3.7 Welfare reform is still high on the Governments agenda which will lead to fundamental changes in our service provision and so the plan includes actions to understand the impact on the partner councils of the changes, as information becomes available, there are also actions concerning the monitoring of the financial impact of the changes we have already seen.
- 1.3.8

## **2 Options**

- To suggest changes and additions to the Service Delivery Plan and Risk Register.
- To approve the Service Delivery Plan and Risk Register.

## **3 Reasons for recommendations**

A Service Delivery Plan and Risk Register are requirements of the ARP agreement and are needed to agree the short to medium term priorities of the ARP in delivering services as effectively, efficiently and economically as possible and to identify the risks associated with the services.

## **4 IMPLICATIONS**

### **4.1 Risk**

If a Service Delivery Plan is not agreed then the direction and priorities of service delivery can lose focus. The Plan allows members to monitor and direct service provision. The identification and mitigation of risk is necessary to ensure that Councils minimise the impact of risk on customers and the partner councils.

### **4.2 Financial**

The Service Delivery plan requires the ARP officers to monitor and report on financial matters of relevance to the Section 151 officers of the ARP.

### **4.3 Legal**

The ARP agreement requires a Service Delivery Plan to be agreed before the end of December each year.

### **4.4 Equality and Diversity**

Not applicable.

Background papers:- None

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#### **Lead Contact Officer**

Name/Post: Paul Corney (Head of the ARP)

Email: paul.corney@angliarevenues.gov.uk

#### **Appendices attached to this report:**

**Appendix A – Service Delivery Plan December 2015**

**Appendix B – Service Delivery Plan Sept 2014**