

Revenues and Benefits: Projects

Project	Responsible Officer	Description	Location	Project Type	Project Manager	Timescales	Benefits	Next Milestone	RAG Profile
Hardware Refresh Breckland House		Wyse terminal and monitor refresh			Partnership Delivery Manager West Suffolk	31/12/15	Devices are higher specification and so should improve performance	Delivery of ordered hardware	
Shared Services and Trading	Head of ARP	To offer services to other Councils through multiple vehicles					To gain income and otherwise to maximise use of capacity and income		
		Set up ARPT as company - all 7 partners equal shareholders - appoint board and have framework				30/09/16	Company in place and able to trade once business cases agreed		
		Prepare business cases for Joint Committee with view to partnership working and trading opportunities				Ongoing	Understand risk and benefits of income generating opportunities and choose vehicle offering best realisation of benefits	Enforcement Agency and Fraud/Compliance teams business cases prepared by 30/06/2016	
Single IT solution	Strategic Managers	Complete ARP single IT solution - single log on and joined Telephone services					Resource across ARP can be shared across partners providing resilience and savings		
		EDMS - redesign use of Civica and move 3 partners from I@W to Civica				End December 2015	As per JC Business case - all images held on one system and prioritised as one caseload	Ongoing review during the year	
		All ARP access West Suffolk network directly (ARP email) to full ARP desktop				End of June 2016	Direct access to WS network will speed up link for Fenland, Waveney and Coastal - provide access for all to full ARP desktop	Ongoing review during the year	
		All ARP on single telephone network with call transfer possible from all ~Authorities				End of September 2016	all ARP staff will be able to take calls for all 7 partners - resilience	Business case agreed 31/12/15	
Long Term Empty Properties - New Homes Bonus and Single discount review SPD	Strategic Manager (Revenues)	To carry out a review of all long term empties and to encourage owners to bring back in to use			Strategic Manager (Revenues)	End of September 2016	To bring properties back in to use and / or understand why they remain empty - campaign to encourage owners to get properties occupied	Ongoing	
		To carry out a review of all SPDs and to carry out ongoing reviews of SPDs if County Council contribute to cost				initial check by end Dec then ongoing review	To ensure that discounts are awarded correctly so that income from Council Tax is maximised	Ongoing review of all new cases - periodic review of existin to be planned	

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Billing and Benefit letter production	Strategic Manager (support)	The production and dispatch of year end bills and benefit letters		Service delivery	Strategic Manager (support)	Mid March 2015	Annual project to get bills for new Council tax year and benefit letters to customers with in prescribed time to collect instalments	Project plan by 30/11/2015	
		Review of year end notifications with Councils Customer Teams to work with ARP to make letters user friendly			Strategic Manager (support)	31/01/16	Reduce avoidable contact and promote self-service leading to reduced cost of services.		
		Review top ten notifications causing avoidable contact with Councils Customer Teams to work with ARP to make letters user friendly				30/09/16	Reduce avoidable contact and promote self-service leading to reduced cost of services.	Agree top 10 by next meeting of Customer forum	
Victoria Forms	Strategic Manager (support)	Develop online forms for notification of changes of circumstances - automation with Revs and Bens processes and systems		Service delivery	Strategic Manager (support)	End Q3 2016/17	Claims and notifications will be completed online and data will populate R&B systems - will lead to reduction in staffing levels and 24/7 access to a number of elements of the service	Website live with initial forms by 31/12/2015	
EDMS	Strategic Manager (support)	EDMS - redesign use of Civica and move 3 partners from I@W to Civica		Service delivery	Strategic Manager (support)	End Q3 2015/16	As per JC Business case - all images held on one system and prioritised as one caseload	Finalise project team and plan by 16/10/2015	
Review of business continuity plan including test of accessibility of systems from all sites.	Strategic Manager (support)	Ensure that plans are in place to cover disaster recovery and business continuity - will include agreeing critical services and timescale to recover services		Service delivery	Strategic Manager (support)	End Q2 2016/17	Continuity of service for customers and avoids the build up of backlogs leading to failure to collect income and subsidy penalties if pain not sufficient	EDMS project completion	
ARP Mission, Vision and Strategic Direction	HRBP/HR Manager/ Head of ARP	A workshop style approach with the Strategic and Operational Managers to identify Vision, Mission, core values, strategic focus and operational level plans	External to ARP office	Organizational Development	HRBP/HR Manager	31/03/2016	To continue to engage staff, increase productivity levels and ensure staff know how their work contributes to accomplishing ARP service plan. Will also help with alignment of other HR related projects i.e. appraisals, recruitment, liP	Workshop to be held before end Jan 2016	
Skills Inventory	HRBP/HR Manager	Develop a skills inventory for each employee across all ARP partnerships based on appraisal results, individual and management skills assessment	ARP	Training and Development	HRBP/HR Manager	31/05/2016	To provide cross-functional development opportunities, sharing of knowledge, role development, talent management and career related opportunities within the partnership	November 2015 Appraisal results/PDR's	

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Policy Development	HRBP/HR Manager	To review, harmonise where possible, update, refresh, brand, train managers and communicate policies and procedures	ARP	Policy Development	HRBP/HR Manager	Quarterly - on going	To provide harmonisation of policies across partnership where appropriate and ensure staff and managers alike fully understand any changes to terms and conditions of employment	Feb 2016 ARP HR group meeting to communicate delegated powers for ARP to change T&C's and policy priorities	
ARP Team Build Event	HRBP/HR Manager/ Head of ARP	Annual event to develop teams and team working across the partnership	External to ARP office	Team Build	HRBP/HR Manager	Before end July 2016	To develop a united corporate message across the partnership, provide 12 month overview, build teamwork and recognise achievements	Project plan & project team approved in line with budget	