

Revenues and Benefits Service Plan 2013/14

Type	Ref	Action	Inter-dependencies / impacts	Lead officer	Intended outcomes	measures	target dates	progress	Status (R-A-G)
Lead	1	Carry out a review of Revenues & Benefits service provision in the light of the introduction of Universal Credit	DWP are managing this process, we must understand the implications to us as the information concerning migration timetables become available	Strategic manager (Benefits) / Head of ARP	Managing staff changes and ensuring that customers receive, as far as possible, a seamless change to universal Credit		30/09/2015	Still no information received concerning migration - carried forward to next plan	
		Modelling UC migration and managing impact on existing staffing resource			To consider structure of R&B service going forward and change in customer demand		31/12/2015	Still no information received concerning migration	
		Report on LA involvement as information released					31/12/2015	UC local delivery partnership agreed for initial migration of single claimants	
Lead	2	Assess staffing requirement in relation to migration of Fraud staff to SFIS	HB/LCTRS teams impacted and so involved.		Understand resource required to investigate fraud cases not referred to SFIS (for example LCTRS)		30/06/2015	Completed	
		Carry out exercise to set up residual team and plan processes for new fraud areas			As per JC report - funding from County Councils requested to carry SPD, LCTRS, Tenancy Fraud and other investigations		31/08/2015	Completed	
Lead	3	Bailiff Service business case and implementation plan	Existing Bailiff contracts	Strategic manager (Revenues)	Full business case to prove concept - leading to introduction of in house Bailiff Service		31/08/2014	Completed	
		Assess requirement and cost in relation to existing services			Ensure that we can replicate sufficient current external services and ensure that cost effective		01/09/2014	Completed	
		Procure services and recruit staff			Put services and resource in place		30/08/2015	Completed	
		Fully functional service					30/08/2015	Completed	

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Lead	4	Monitor income, expenditure and Subsidy in the light of NNDR retention scheme, LCTRS, UC and conversion issues	Finance need to understand performance against financial targets	Strategic managers and Head of ARP	To keep officers and members informed of performance against projections to ensure that financial planning can be accurate and to ensure Subsidy is not qualified and is maximised		Ongoing to inform end of year position 31/03/2016		
Lead	5	Review of LCTRS and Technical reforms	Will effect enquiries in customer services due to increase in enquiries	Strategic Managers	To consider whether councils should change their schemes to increase Council Tax receipts		31/12/2015		
		Financial modelling			The potential income to be generated by changes to the scheme and technical reforms		31/07/2015	complete	
		Recovery			Understanding the likelihood of recovering Council Tax if LCTR and discounts are reduced		31/07/2015	complete	
		Consultation and Council approval			If Scheme is changed then these actions are required by law for LCTRS		30/11/2015	With each Council to action.	
Lead	6	Implement Phase 2 of ARP partnership working		Strategic Management Team	To secure the savings detailed in the business cases by partnership working between the ARP, Fenland DC, Waveney DC and Suffolk Coastal DC		01/03/2015	Completed - savings exceeded target	
		Recruit new Strategic Management Team			Team to manage whole process and strategic direction for 7 Councils		01/04/2014	Completed on time	
		Draft restructure for consultation	Approvals route for 7 councils	Head of ARP	To create partnership structure and to achieve business case savings		01/10/2014	New structure was in place by Sept 2014	
		Processes and procedures brought in to line		Strategic Management Team	For procedures and practices to be common, where appropriate, for all 7 Councils		30/11/2015	EDMS procured - project to implement by end December carried forward to new plan	
		CIPFA benchmarking		Strategic Management Team	To compare resource, cost and performance to other members of the benchmarking club - this will help to prove increased VFM after restructure		30/09/2015	complete - report to be brought to OIB	

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Lead	7	Complete SLAs for HR support services and consider other areas where we can have lead on support services	HR teams and will be affected by the outcome	Head of ARP	Assess the requirements of the ARP		31/03/2015	HR SLA complete - work on Audit support has started	
		Agree provider and cost of service to partners			Market rate cost of services charged to partners		30/09/2015	West Suffolk providing from 01/10/2015	
Lead	8	Discretionary rate relief guidelines review	Revenues to work with Finance concerning financial implications	Strategic Manager (Revenues)	To focus the awards on Organisations providing essential services		31/12/2014	Complete	