

Revenues and Benefits: Projects

Project	Responsible Officer	Description	Location	Project Type	Project Manager	Timescales	Benefits	Next Milestone	RAG Profile
Bailiff Project	Head of ARP	Bailiff service business case and implementation		Income generation	Strategic Manager (Revenues)	Bailiff service operational from July 2015	Providing a bailiff service that can react to customers needs and to retain income from fees charged for enforcement work.	Complete	
		If detailed business case confirms initial findings and benefits - project will lead to procurement of software and recruitment of staff		Service delivery	Strategic Manager (Revenues)	By end March 2015	Providing a bailiff service that can react to customers needs and to retain income from fees charged for enforcement work.	complete	
Review of LCTRS and technical reforms	Strategic Managers	Review of the Localised Council Tax Reduction Scheme and technical reforms		Service delivery	Strategic Managers		To consider whether councils should make any changes to increase Council Tax receipts	complete	
		Financial modelling		Service delivery		Oct-15	The potential income to be generated by changes to the scheme	complete	
		Recovery		Service delivery		Oct-15	Understanding the likelihood of recovering Council Tax	complete	
		Consultation and Council approval if required		Service delivery		Dec-15	If Scheme is changed then these actions are required by law	Complete - action for Councils to take through relevant approvals	
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 2015	To bring properties back in to use and / or understand why they remain empty - campaign to encourage owners to get properties occupied	complete	
		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	complete	
Billing and Benefit letter production	Strategic Manager (support)	To procure mailing services for the dispatch of daily and year end bills and letters		Service delivery	Strategic Manager (support)	Oct-14	To secure mailing costs at the current rate or lower	All councils live but not by deadline	

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		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	complete	
Letter template review	Strategic Manager (support)	To review the benefit and LCTRS letters produced by Academy / Pro-Print		Service delivery	Strategic Managers	End Q3 2015/16	To improve letters and bills sent to customers to make them easily understood whilst still satisfying regulations	complete	
Victoria Forms	Strategic Manager (support)	Set up remaining suite of on line forms		Service delivery	Strategic Manager (support)	End Q3 2015/16	Access for customers to self serve - 24/7 availability to complete suite of interactive online forms	carried forward to next plan - to be implemented with new website	
IT development	Strategic Manager (support)	Matrix of IT products and modules to be created to show which are live for each Council - products to be prioritised and implemented across all 7 partners		Service delivery	Strategic Manager (support)	End Q2 2015/16	Online access for customers and Quality assurance selection criteria improved. Efficiencies achieved through implementation of modules and savings through increase in channel shift	draft Matrix complete and circulated to ARP management team by mid September 2014	
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 2015/16	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	carried forward to next plan - to be implemented after EDMS project has brought all systems under West Suffolk IT and servers at Breckland House	