

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 once migration timetable communicated by DWP	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	As DWP release information OIB to be updated and impact on Councils to be assessed	Ongoing	Timetable for full service natural migration released - Managed migration planned from September 19. Processes redesigned at East Suffolk to be rolled out to reduce impact for other partners.	
		Modelling UC migration in light of Lowestoft (first to go live in May 2017) and managing impact on existing staffing resource			To consider structure of R&B service going forward and change in customer demand	As DWP release information OIB to be updated and impact on Councils to be assessed	Ongoing	Some modelling has taken place to understand the implications of loss of income in comparison to reduction in work load	
		Report on LA involvement as information released			Understanding of DWP funding for F2F services provided by Las and Customer teams resourced to deal with enquiries. Existing ARP staff may move to customer teams as HB caseload reduces and Customer queries increase	As DWP release information OIB to be updated and impact on Councils to be assessed -	Ongoing	ARP have gained access to National DWP groups to influence direction and keep partners informed.	
Lead	2	Complete ARP single IT solution - single log on	West Suffolk IT resource required	Strategic Manager (Support) and Strategic Team	Offers quicker access and speed of transactions providing efficiencies		30/09/2018	Suffolk NGN infrastructure now available	
		EDMS - redesign use of Civica workflow - implement dripfeed for NNDR			To ensure even distribution of workload for all partners and to reduce manual intervention necessary to allocate work	All Documents held on Civica and new documants being scanned to Civica ditributed using dripfeed where possible	31/12/2018	Benefits and Council Tax live with dripfeed	
Lead	3	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	Early notification for S151 officers where there is significant variation from target from budgets	Ongoing to inform end of year position 31/03/2018		
		Prepare for business rates retention changes announced - Councils to retain 100% of Business Rates and full business rates review		Strategic Manager (Revenues)	To advise and recommend potential for maximising income for the 7 partners residents - pros and cons and opportunities	Information to be provided to officers and members concerning the impact of changes to the NNDR system.	ongoing as information provided - changes by 31/3/2020		

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	4	East and West Suffolk MergersMerge of Capita systems and changes to other IT systems such as Civica	Work with WS IT team and both Councils project teams to deliver		To bring systems and processes together so that all future data is merged and all policies and contractual arrangements are updated	All processes procedures and policies merged	31/03/2019		
		Policies agreements and contracts to be amended	Work with WS IT team and both Councils project teams to deliver		To bring systems and processes together so that all future data is merged and all policies and contractual arrangements are updated	All processes procedures and policies merged	01/04/2019		
		Ensure that all statutory requirements can be met during transition and after merger complete	Work with WS IT team and both Councils project teams to deliver		To bring systems and processes together so that all future data is merged and all policies and contractual arrangements are updated	All processes procedures and policies merged	02/04/2019		
Lead	5	HR Strategic Plan - To implement the HR strategy to support the ARP Service Plan		HRBP	Support and alignment of HR with the ARP strategic direction as well as achieving results in areas of L&D, engagement, HR metrics, talent management, OD, recruitment, ER and HR operations	HR Strategic document available	Ongoing		
Lead	6	Workforce Planning - assessing the current ARP workforce capacity and forecasting requirements		HRBP	Review of organisational structure in the light of UC and automation, succession planning, departmental re-structures if required, technology skills needed, review of external agencies and recruitment advertising techniques to meet establishment requirements and budgets	Workforce planning document and budget information	Ongoing		
Lead	7	Develop survey action plan to respond to staff members		Strategic managers/HRBP	To develop team building events and a communications plan to ensure that lines of communication are agreed and followed so that staff do not feel isolated from each other	Team buiding events and a communications plan to be developed	Ongoing		