

Revenues and Benefits: Projects

Project	Responsible Officer	Description	Location	Project Type	Project Manager	Timescales	Benefits	Next Milestone	RAG Profile
Single IT solution	Strategic Managers	Complete ARP single IT solution - single log on and access through NGN Suffolk infrastructure		Service delivery		30/09/18	Offers quicker access and speed of transactions providing efficiencies	VPN replaced by NGN lines	
Single ARP phone system	Managers	To develop business case to determine whether ARP should have all staff on one Mitel phone network		Service delivery		30/09/18	Calls could be shared or, a call centre for R&B could be developed with specialist staff		
Total Mobile implementation		Capita Total Mobile to be implemented		Service delivery		30/09/18	Efficiencies in Visiting work in the field.		
Empty Properties reviews - New Homes Bonus and Single discount review SPD. NNDR discount and empty property reviews	Strategic Manager (Revenues)	To identify properties with reduced charge that should be charged more Council Tax or Business Rates		Service delivery	Strategic Manager (Revenues)	Ongoing	To bring properties back in to use and / or understand why they remain empty - campaign to encourage owners to get properties occupied - to maximise income	Ongoing	
		To carry out a review of all SPDs and to carry out ongoing reviews of SPDs		Service delivery		Annual	To ensure that discounts are awarded correctly so that income from Council Tax is maximised	Ongoing review of all new cases - periodic review of existing to be planned	
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 2018	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 30/11/2017	
		Review of year end notifications with Councils Customer Teams to work with ARP to make letters user friendly		Service delivery	Strategic Manager (support)	31/07/18	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		Service delivery		30/09/18	Reduce avoidable contact and promote self-service leading to reduced cost of services.	Top 4 redesigned next 2 benefits letters end Q2	
Capita Advantage forms design	Strategic Managers	Develop online forms replacing Victoria Forms for new claims and notification of changes of CoCs - automation with Revs and Bens processes and systems. Implement Ctax COA and discount forms.		Service delivery	Strategic Managers	31/03/18	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 - consider implementation of robotics to process claims.		
Capita automation software	Strategic Managers	Automation/robotics software purchased to automate assessment of benefit claims and changes in circumstances where customers have submitted data through Capita online forms		Service delivery			Generate efficiencies in assessment of Benefit cases resulting in savings		
East and West Suffolk MergersMerge of Capita systems and changes to other IT systems such as Civica	Strategic Managers	To bring systems and processes together so that all future data is merged and all policies and contractual arrangements are updated		Service delivery			Systems need merging to be able to complete statutory returns.		
ARP Team Building	HRBP/HR Manager/ OIB	To develop teams and team working across the partnership	Various	Team Build	HRBP/HR Manager	01/11/2018	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	