

# Revenues & Benefits Service

## Departmental Service Plan 2011-12



Action Code & Title	Managed By	Due Date
<b>Benefits Service</b>		
SP11_FRE01 Improve benefit correspondence	Benefits Manager	31 Mar 2012
SP11_FRE02 Improve access to services and ability to Self Serve through the Council's Website	Benefits Manager	31 Aug 2011
SP11_FRE03 Formalise relationships with housing associations, other neighbouring local authorities and 'Homeworks'	Benefits Manager	31 Mar 2012
SP11_FRE05 Continue to promote internal benefit fraud awareness	Revenue Support Manager	31 Mar 2012
<b>Local Taxation Service</b>		
SP11_FRE04 Complete electronic interface with Valuation Office	Local Taxation Manager	31 Jan 2012
SP11_FRE09 To raise accurate annual CTAX and Business Rates bills with benefit notifications	Local Taxation Manager	20 Mar 2012
SP11_FRE11 To automate interface with external bailiff companies for Local Taxation recovery	Local Taxation Manager	01 Mar 2012
<b>Value for Money/Efficiency</b>		
SP11_FRE06 Contribute to CIPFA benchmarking club for benefits, council tax and business rates	Revenues Manager	30 Dec 2011
SP11_FRE07 Expose benefits processes to external scrutiny	Revenues Manager	01 Sep 2011
SP11_FRE08 Expose local taxation processes to external scrutiny	Revenues Manager	01 Sep 2011
SP11_FRE10 Investigate alternative bulk printing arrangements	Revenues Manager	30 Sep 2011
SP11_FRE12 Automate Direct Debit Returns	Revenues Manager	01 Oct 2011
<b>Equalities</b>		
EQ11_FRE01 Ensure staff remain aware of procedure for obtaining information in different languages/formats	Revenues Manager	31 Mar 2012
EQ11_FRE02 Introduce/improve equalities monitoring	Revenues Manager	31 Mar 2012