












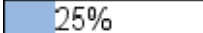


# Revenues and Benefits Service






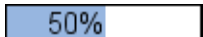



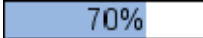





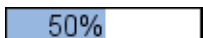


## Departmental Service Plan 2010-11



### Key to Symbols

	The action has been completed
	This action is still in progress and on track
	The action was cancelled for the reasons given
	The action was not completed within the planned timetable








Action Code & Title	Status	Progress Bar	Managed By	Milestone Description	Milestone Due Date	Note
CP10_FRE01 Encourage direct debit take-up for Council Tax			Ian Morris	Design promotional material and despatch	21 Jan 2011	The Council's Bank has clarified the details that need to be changed on the bills before the Direct Debit service can be fully implemented.
				Generate Target audience list	12 Nov 2010	
				Implement Paperless Direct Debits	01 Nov 2010	
CP10_FRE02 Introduce electronic claim form			Ian Morris	Implement e-claim form	31 Mar 2011	Cabinet has approved the expenditure and demos of two options have been viewed. A site visit to Crawley BC has also taken place.
EQ10_FRE01 Ensure staff remain aware of procedure for obtaining information in different languages/formats			Ian Morris	-	31 Mar 2011	
EQ10_FRE02 Introduce/improve equalities monitoring			Ian Morris	-	01 Dec 2012	Part of corporate project.
EQ10_FRE03a Review letters and publications to ensure clear and understandable language is used			Ian Morris	-	31 Mar 2011	












Action Code & Title	Status	Progress Bar	Managed By	Milestone Description	Milestone Due Date	Note
SP10_FRE03b Introduce improved benefit correspondence			Ian Morris	-	31 Mar 2011	
SP10_FRE02 Investigate possibility of introducing combined letters through Paris Software			Ian Morris	Look at two companies - CFH and Virtual Mail room options	22 Oct 2010	
				Select or reject viewed options	01 Dec 2010	Due to size of project of externalising printing will need to adopt formal procurement procedure
SP10_FRE03 Formalise relationships with housing associations, other neighbouring local authorities and Homeworks			Ian Morris	-	31 Mar 2012	Relationships with Private landlords established, problems dealing with Housing Associations
SP10_FRE04 Improve information on website through implementation of Capita Direct			Ian Morris	-	31 Aug 2011	Testing completed. Timetable for go live agreed – await release 10 functionality
SP10_FRE06 Complete electronic interface with Valuation Office			Ian Morris	-	31 Jan 2012	Bulk updates tested – to test daily changes.
SP10_FRE07 Implement telephone payments system for Council Tax and Business Rates			Ian Morris	-	01 Sep 2010	
SP10_FRE08 Promote internal benefit fraud awareness			Ian Morris	-	31 Mar 2011	
SP10_FRE10 Explore use of offices outside of Lewes for receiving and verifying new benefit claims in person			Ian Morris	-	01 Feb 2012	Dependent on the electronic claim form project
SP10_FRE11 Contribute to CIPFA benchmarking club for benefits, council tax and business rates			Ian Morris	Provide data to CIPFA	01 Jul 2010	
				Review and summarise final results compared to family group	01 Dec 2010	
				Review draft results and select comparators	02 Aug 2010	

Action Code & Title	Status	Progress Bar	Managed By	Milestone Description	Milestone Due Date	Note
				Review results and report to Scrutiny Committee	02 Sep 2010	
SP10_FRE12 Expose benefits processes to external scrutiny, initially through the IRRV Lean Academy			Ian Morris	Attend IRRV lean seminar	24 Jun 2010	Action plan under development - awaiting implementation of electronic claim form
				Review workshop and develop action Plan	03 Dec 2010	
				Systems thinking Workshop - group exercise	05 Nov 2010	
SP10_FRE13 Expose local taxation processes to external scrutiny, initially through the IRRV Lean Academy			Ian Morris	Attend IRRV Lean Academy	24 Jun 2010	
				Attend systems thinking workshop	05 Nov 2010	
				Review workshop and agree way forward	03 Dec 2010	

# Revenues and Benefits Division Performance Report 2010/11

## Key to Symbols

	Performance is at or above target
	Performance is below target but within an acceptable 'tolerance'
	Performance is below target
	This is a 'data only' PI
	Performance over the last 2 years is improving
	Performance over the last 2 years is falling
	Performance has remained stable

Code	Description	2010/11 Target	2010/11 Outturn	Traffic Light		Latest Note	Long Term Trend	2011/12 Target
FRE_L002	% of Council Tax collected	98.4%	98.46%	Green				
FRE_L003	Percentage of Non-domestic Rates Collected	98.5%	98.15%	Amber				
FRE_L040	Housing Benefits Security: number of prosecutions & sanctions per 1000 caseload.	7.0	7.68	Green		In 2010/11 a total of 64 sanctions were administered.		
FRE_L041	Speed of processing - the number of days to process new HB/CTB claims	21.0	17.2	Green				
FRE_L043	Speed of processing - the number of days to process changes of circumstances for HB/CTB claims	7.0	5.2	Green				
FRE_N181	The number of days taken to process Housing Benefit/Council Tax Benefit new claims and change events	10.0	7.1	Green				
FRE_L044	The percentage of overpayments recovered (current year).	70.0%	61.5%	Red	