

**Customer Facing Issues.**

Project Code, Theme and Objective  
RP 1 Customer Interaction **Delivering Better Customer Care through :**

Delivering relevant training for front - line staff.

Closer Monitoring Customer Feedback.

Establishing Standards and Protocols for Customer Service.

Making information more accessible.

Reviewing the structure and operation of customer service provision.

Improvements to telephone service

Improving continuity of Service.

Review accessibility of office(s) for disabled

Project Code, Theme and Objective  
RP 2 System Issues **Delivering Better Customer Care through :**

Implementing new Cash Receiving System.

Providing facility for payment of Benefit to bank accounts and refunds of Council Tax/ Business Rates via BACS.

Providing facility for payment by Credit & Debit card in person and by telephone.

Implementing Bacstel IP for whole Council before deadline of 31.03.05

Providing Wireless access for Benefits Visiting Officers

Project Code, Theme and Objective  
RP 3 Outputs and Documentation **Improved Communication with Customers through :**

More streamlined Bills and enclosures.	
Improving clarity of Benefit notifications.	
Improving clarity of Recovery documentation	
Using plain English in all communications	
Developing Benefits letter production through Document Management System.	
Revising Benefit Claim Form	
Providing facility to issue bills electronically	
Project Code, Theme and Objective RP 4 Customer Involvement <b>Improved Communication with Customers through :</b>	
Engaging Customer Representatives to understand approaches to Customer service that will be valued.	
Publish performance against relevant standards.	
Project Code, Theme and Objective RP 5 Develop Website <b>Improved Communication with Customers through :</b>	
Developing an informative website area for Revenues and Benefits	
Development of interactive Website providing online forms, online payment and online access to customer account/claim details.	
Project Code, Theme and Objective RP6 Take – Up Campaigns <b>Improved Communication with Customers through :</b>	
Programming “Take – Up Campaigns.	
Project Code, Theme and Objective	

<b>RP 7 Improve Physical Access Improve physical access for customers through::</b>	
Determining the best location(s) and methods for face to face enquiry and payment throughout the District.	
Improving the facilities within the agreed locations	
Determine the best payment facilities for customers, considering demand and diversity.	
Implementing any new payment facilities or agreed changes to existing ones.	
<b><i>Non – Customer Facing Issues.</i></b>	
Project Code, Theme and Objective	
<b>RP 8 Working with Stakeholders. Develop Relationships with stakeholders through:</b>	
Arrange front line visits and regular meetings with CAB .	
Consider how partnerships between the Division and the Voluntary Sector, Government agencies and other stakeholders can be made more widely known, identify those with whom a regular effective relationship is required and establish tactics that will deliver the necessary working relationship.	
Consider joint training initiatives.	
Develop a directory of contact points and review telephone points with partners.	
Project Code, Theme and Objective	
<b>RP 9 Internal Liaison. Develop Relationships through:</b>	
Improving internal communications between Revenues, Benefits, Housing and DTS (now Development Services).	
Improving System Integration for Revenues and Benefits.	

Improving relationship and communication with IS &T (Now ITD)	
Project Code, Theme and Objective RP 10 Business Partnerships. <b>Develop commercial relationships:</b>	
Develop long distance working arrangements with CAPITA for increasing capacity of Benefits staff.	
Consider relevant and small scale joint ventures with private sector, other Local Authorities and the Voluntary Sector.	
Project Code, Theme and Objective RP 11 Develop Systems. <b>Develop systems through:</b>	
Implementing Iworld.	
Implementing Fax/mail capture on Document Management. System	
Integrating Iworld and Document Management System.	
Using Document Management System for Personnel files.	
Review Security Protocol	
Upgrading all desktop PC's to Windows XP	
Project Code, Theme and Objective RP 12 Benefit Processes. <b>To improve Business Process through :</b>	
Examining the expenditure on backdated benefit as a means to reducing the cost to the Council of late claims.	
Introducing measures by examining the end to end process of claim management to reduce the waiting times on decisions.	
Implementing Legislation that permits the Council to stop	

<p>issuing claim forms to pensioner claimants as a means of updating their claim. Reduce the impact of this type of work in the office to allocate resources to other claim processing to reduce waiting times for other customers.</p>	
<p>Responding to the Government's Legislation on introducing a new payment of pension credit and a new way of working out Housing and Council tax Benefit for pensioners which provides extra income for them.</p>	
<p>Implementing SX3 Debtors system to bring about efficiencies in Benefit overpayments debt management.</p>	
<p>Implementing the Government's "Benefit Verification Framework" to improve accuracy of benefit payments and reduce the risk of Benefit fraud.</p>	
<p>Ensuring that staff are able to carry out their work by developing comprehensive working practices which will reduce the risk of error and increase quality and customer satisfaction.</p>	
<p>Management of benefit overpayments, payments in respect of claimants and landlords</p>	
<p>Management of benefit fraud</p>	
<p>Leaflets to be designed and outlets for claim form to be monitored</p>	
<p>Dealing with vulnerable groups and in work claimants.</p>	
<p>Management of appeals and reconsiderations</p>	
<p>Improving communication with landlords</p>	
<p>Developing effective measures to accommodate internal and external audit recommendations including members</p>	

Developing performance monitoring and targets	
Project Code, Theme and Objective RP 13 Revenues Processes.. <b>To improve Business Process through :</b>	
Automating progression and letters for defaulted payment arrangements.	
Following up non – return of information for prosecution.	
Instigating bankruptcy petitions for relevant debtors.	
Instigating Charging orders for relevant debtors.	
Project Code, Theme and Objective RP 14 Generic Processes.. <b>To improve Business Process through :</b>	
Implementing effective Project Management arrangements.	
Capture of information direct to Document Management System.	
Implementing “work flow” for main processes.	
Developing a central system for monitoring of software problems.	
Reviewing Business Continuity Issues	
Replacement of equipment to secure efficiencies and save costs	
Project Code, Theme and Objective RP 15 Develop Staff Welfare <b>To develop staff welfare through :</b>	
Developing arrangements for “Home – working.	
Developing Induction procedures.	
Ensuring Health and Safety protocols are enacted, particularly risk assessments.	

Provide "Smart" job descriptions and ensure recruitment procedures are reviewed independently for compliance with Audit Commission guidelines.	
Improve staff training and development	
Developing policies and practices in respect of employee satisfaction, motivation and commitment to the service.	
Developing policies and practices to support "Term – time " working.	
Project Code, Theme and Objective RP 16 Achieve Accreditation <b>Achieve recognised accreditation of the Local Taxation and Benefits Service through</b>	
Successful final assessment of Investors in People.	
Phased development of standards to meet progressive requirements of Quality Mark(s) and/or Charter Mark.	
Project Code, Theme and Objective RP 17 Service Costs <b>Reduce Service Costs</b>	
Examine service costs against similar size Local Authorities to ensure they reflect value in respect of local service delivery requirements.	