



Staff briefings

22nd and 23rd September

Revs and Bens Shared Service,
ICT and Customer Services



Transformation Board

TB meets every 4-6 weeks – CXs from each Authority

At the last Transformation Board meeting:

- Senior management restructure agreed (Reg and 3 Location managers)
- Electronic data capture signed off
- Proposals for tackling Benefits backlog
- Work packages signed off



Transformation Board contd

Revs and Bens Improvement Plan (project)

- Liberata review 70 recommendations
- 4 work packages to be delivered by 1st April 2015
- Liberata work package well underway
- ICT, Customer Services and Revs and Bens work packages approved by TB 3rd Sept



Transformation Board contd

Project finances

Including Transformation Challenge Award



Transformation Board contd

Success of action plan will be measured

- Customer Services consistent service, quality and on line provision across 3 sites, more queries dealt with by front office
- Consistent ICT service across 3 sites
- Shared service client costs shared between 3 authorities
- 300k savings by 1st April 2015
- Aligned performance across the Shared Service



Revs and Bens Work package

- RBSS Structure – Service Location Management Sept – Nov 2014
- Review Discounts & Exemptions Oct 2014
- Bailiff Automation – Oct 2014
- Electronic Information – Nov 2014



Liberata Work package

- Active Performance Management Framework
UPDATE
- Atlas Automation
UPDATE



Customer Services Work package

- Alignment of processes in front & back offices
- Training package – design & delivery
- Service Level Agreement
- Connect on-line modules

