

BUSINESS PLAN 2020-22

BCP and SVPP working together as a Partnership to deliver resilient, accessible, cost effective and innovative revenues and benefit services for the taxpayer.

Our Service Standards ▶

- Process housing benefit and council tax support new claims in an average of **19 days** and changes in **10 days** where we have all the evidence
- Process correspondence in an average of **10 days**
- Collect **98%** of all council tax and business rates due in the year
- Take firm action to discourage fraudulent claims and sanction where necessary
- An Enforcement Service to collect debt

Our Customers ▶

In accordance with our Customer Charter we will:

- Provide and improve digital services
- Provide a dedicated telephone service
- Provide appointments in Local Offices
- Treat our customers with respect, being fair and helpful
- To process general account changes at first point of contact
- Act on feedback and measure satisfaction

Our Staff ▶

- Ensuring our staff are trained to meet the needs of the service
- Link appraisals to the Partnership's customers, aims and service standards
- Promote our career path and offer the opportunity for professional and management development
- Individual performance management in place across the Partnership
- An apprenticeship scheme that represents 5% of our workforce throughout all areas of the Partnership

Our Aims ▶

- To get it right first time, every time for the Customer
- To make the service accessible to all residents
- To retain our staff and improve our service
- To deliver savings and improve our service to customers
- To be efficient, effective and open

Our Action Plan ▶

- Consult and implement a new staffing structure for the partnership to deliver **£275,000** of savings to meet 2020/21 budget
- Establish support required for Dorset Council software Revenues and Benefits system conversion
- Support Dorset Council in the transfer of the Sundry Debtors function for the East area from the SVPP to the Dorset database
- Produce a Business Case for joint working in Dorset
- Align BCP Debtors software databases
- Implement Agile working alongside accommodation review
- Despatch of all post / documentation through CFH contract
- Tender and deliver the BCP Council software system conversion
- Review LCTR schemes
- Review eligibility of all CTAX discount cases for two years
- Process claims for Benefits and collect Taxes / Rates in accordance with each Council's objectives
- Implement Partnership wide individual and service performance reports to align to Partnership objectives and regular 1-2-1 reviews

Our Objectives ▶

Underpinning all that we do...

1. To mitigate the loss / reduction in Government Grant by reducing the costs of administration through Partnership working
2. To deliver a consistent and resilient service meeting our agreed performance standards
3. To maintain high quality local services and access for residents
4. To meet the challenges of Welfare Reforms for our claimants and Taxpayers
5. To retain jobs locally and strengthen the skill level in each service
6. To avoid the partner Councils competing for scarce Revenue and Benefit staff resources
7. To provide specialist services for Social Services Financial Assessments, Corporate Debt Recovering and Cashiering Services

We aim to achieve over £400,000 in savings from April 2020 to March 2022

