SVPP TRANSFER TIMETABLE

SVPP Operational Area	Headline Task	Comment	Phase 1 April 2022	Phase 2 May-June 2022	Phase 3 July-Aug 2022	Phase 4 Sept-Oct 2022	Phase 5 Nov 2022	Phase 6 Dec-31 March 2023
Senior Management Team	Appointing Senior Managers from BCP / SVPP Senior Management Team to Head of Service roles providing cover support to SVPP throughout service area transition	Billing Services / Development & System Support Services / Income Collection & Enforcement Services / Welfare Services				▓		
	Dorset Council not applicable	Not applicable						Not applicable
Development & Business Support	Processing of Postal Payments	Transfer of function to BCP Financial Services - includes technical staff processing payment & reconcilliations				▓		
		There are manageable numbers to transfer as early as possible to support both administrations	30-Apr					Task Completed
Collections - Debtors SVPP	BCP & CBC Debtors & Housing Benefit Overpayment administration and all areas	Transfer of function with BOP/CBC Debtors Specialist Service staff to BCP Income Collection & Enforcement Services				▓		
	Housing Benefit Overpayment administration all areas	Difficulties splitting work between administrations	25-Apr					
Collections - Recovery	Breathing Space	Aligns with BCP Income Collection & Enforcement Services				▓		
		Aligns with DC Finance Team	Apr-22					Task Completed
	All stages including enforcement	Transfer of function to BCP Income Collection & Enforcement Services				▓		
		The two administrations differ in the placement of Recovery stages within teams, this area will need to be handled over a four month period and will have the added restrictions of timetables and court dates. There will be some areas of work such as AOE and Write offs that could be transferred first then the full transfer including enforcement would be programmed over the full period in scope at this stage of recommendations			▓			
Stour Valley Enforcement Agency	Enforcement Agency	Phased transfer of functions to BCP Income Collection & Enforcement Services and file completion for DC - closing of SVEA service in SVPP				▓	▓	▓
		DC decision TBA	▓					
SVPP - ASC Financial Assessment	Bmth & CBC Team	Transfer of staff to BCP - Team to be established / Transfer of staff to BCP - Team to be established				▓		
Social Services Financial Assessment	BOP Team	Transfer of staff to BCP - Team to be established				▓		
Benefits	VEP - Verify Earnings and Pensions	Transfer as a 'whole service' to BCP Welfare Services				▓	▓	
		Difficulties splitting work between administrations	Apr-22					Task Completed
	HBAA - Housing Benefit Award Accuracy Initiative	Transfer as a 'whole service' to BCP Welfare Services				▓	▓	
		New work for both administrations, appropriate to absorb from commencement of HBAA	Apr-22					Task Completed
	HBMS- Housing Benefit Matching Service	Transfer as a 'whole service' to BCP Welfare Services				▓	▓	
		Can be accommodated ahead of main phase HB/LCTS work			▓			
	ATLAS - Automated Transfer to Local Authorities System	Transfer as a 'whole service' to BCP Welfare Services				▓	▓	
		Can be accommodated ahead of main phase HB/LCTS work. Daily electronic			▓			
	DHP- Discretionary Housing Payments	Transfer as a 'whole service' to BCP Welfare Services				▓	▓	
		Could possibly be pulled forward?						
	Quality Assurance checking	Transfer as a 'whole service' to BCP Welfare Services				▓	▓	
		Suitability ahead of main phase to discuss				▓		
	Appeals	Transfer as a 'whole service' to BCP Welfare Services				▓	▓	
		suitability ahead of main phase to discuss			▓			
	Main processing HB/LCTS New Claims and Change of Circumstances	Transfer as a 'whole service' to BCP Welfare Services				▓	▓	
		Final main phase completing all transfer of processing work					▓	
	UCDS - Universal Credit files from DWP	Transfer as a 'whole service' to BCP Welfare Services				▓	▓	
		Needs to align with main phase processing					▓	
	Rent Officer Referrals	Transfer as a 'whole service' to BCP Welfare Services				▓	▓	
		Aligns with final phase					▓	
Revenues & Operations	NFI - All areas (Excl SPD)	Transfer of function as a 'whole service' to BCP Billing Services				▓		
		SVPP resource limitations, seek return of work		▓				
	NFI - Single Person Discounts	Transfer of function as a 'whole service' to BCP Billing Services					▓	
		SVPP resource limitations, seek return of work		▓				
	Benefit Visits/welfare/HBAA new duties	Transfer of function as a 'whole service' to BCP Billing Services					▓	
		Aligns with other tasks transferring back		▓				
	Fraud and Compliance/ DWP liaison	Transfer of function as a 'whole service' to BCP Billing Services				▓	▓	

Area	Task	Description	Timeline
		Aligns with other tasks transferring back	
	Web moves	Transfer of function as a 'whole service' to BCP Billing Services	
		identifiable area of work	
	Deaths	Transfer of function as a 'whole service' to BCP Billing Services	
		identifiable area of work	
	NDR - All Areas of Administration	Transfer of function as a 'whole service' to BCP Billing Services	
		No value in splitting suggest whole scale move reflecting on nationally required Revaluation	
	New property Valuations	Transfer of function as a 'whole service' to BCP Billing Services	
		Aligns with Inspections and VOA	
	Main processing for Council Tax	Transfer of function as a 'whole service' to BCP Billing Services	
		Align with main phase of HB/LCTS	
	BID (Business Improvement Districts)	Transfer of function as a 'whole service' to BCP Billing Services	
		New work to DC R&B and essential recruitment required	
	User Administration	Transfer of function to BCP Development & System Support	
		BCP/SVPP full list of users both Academy and Enterprise, User administration which will diminish through phases	
	CT/OP/HB/NR/NRBID System Integrities	Transfer of function to BCP Development & System Support	
		BCP/SVPP full list of users both Academy and Enterprise, User administration which will diminish through phases - Impacts all other DC R&B Teams	
	Insight Reports	Transfer of function to BCP Development & System Support	
		Aligns with Cloud Project	
	Complaints	Contained in each service area adminstration	
		Some already supported	
	BACS related resulting administrations	Transfer of function to BCP Development & System Support	
		ADDACS/AUDIS/ARRUDS	
	CT- VO- Valuation Office Reports	Transfer of function to BCP Development & System Support	
		Aligning with VOA completion	
Development & Business Support	Whole of SVPP Service Support Team - including Scanning and Indexing	Transfer of Business Support Team to BCP Development & System Support & maintain support to SVPP to termination date	
	Scanning and Indexing	Work has already been transferring following the Data Merge, this will significantly escalate following annual billing and tail off until a final positioning for customers	
BCP CAT provisions to SVPP	Customer contact and admin functions	Separate budget area and will contnue until end SVPP	
		Will reduce as a consequence of other areas of transfer and customers migration to DC	
SVPP SMT / BOARD / JOINT COMMITTEE	Budget monitoring/performance monitoring & Governance / Board etc	All phases of transfer	
		All phases of transfer	
SVPP Staff / Temporary contracts	Where not selected to BCP issue notice to end contract	Ending of fixed Term contracts for 31/3/23 or transfer to BCP through vacancy control	
External Contracts	Where contract not inherited by BCP	Terminate upon review for end of SVPP	
		SouthWest Comms 0345 number	
		Civica Enforcement Software	
		Victoria Forms (remove DC)	
		Northgate (remove DC & new BCP)	
Alignment of SVPP & BCP Staff	SVPP STAFF TRANSFER	Establish BCP HR Working Party	Task Completed
		Agree BCP Staff Budget (Post SVPP)	
		Interim Alignment of Debtors Teams	
		Structure Sign off HR & Dir Finance	
		Consult Staff transfer on Structure	
		Staff Transfer to BCP R&B Roles	