

Excerpt from Service Delivery Continuity Plan – anonymised

Service Delivery Business Continuity prepared 15.06.18 Ver2											
Service Area	Displaced Staff (immediate)	Other Vacancies held (hours)	Types of Role	Service standards or measures of performance	Expected Performance	Current performance	RAG	Impact	Mitigations	Services Curtailed / deferred / delayed	
Revenues and Benefits	xx	37	Officer	Housing Benefit new claims	average of 21 days	average of 35 days	Amber moving Red	Customer concern at not hearing, generates avoidable contact. Potential risk to tenancy.	We are prioritising Housing Benefit work over Council Tax Support work to reduce turnaround times.	xx	
		37	Officer	Housing Benefit changes in circumstances	average of 7 days	average of 5 days	Green				
		37	Team Leader	Council Tax Support new claims	average 30 days	average 40 days	Amber	Delay in sending a revised bill, generates avoidable contact, people may be unable to keep up with their Council Tax payments. This then affects in-year collection rates	We cross check where we can before issuing reminder notices and ensure outstanding applicants do not receive a reminder to minimise avoidable contact		
		37	Officer	Council Tax Support changes in circumstances	average of 7 days	average of 7 days	Green				
		37	Assistant	Business Rates / Council Tax - process moves	within 21 days	within 16 days	Green				
		10.3	Assistant	Business Rates / Council Tax - respond to other correspondence	within 14 days	within 28 days	Red	Delayed billing has the effect of increasing phone demand and refund activity. Overall this can have a negative impact on our in-year collection rate	We have a number of members of the team working additional hours to improve performance	xx	
					Process business rate reliefs within 30 days	95%	66% April - latest available	Amber	May generate small amount of avoidable contact	We cross check before issuing reminder notices and ensure outstanding applicants do not receive a reminder to minimise avoidable contact	
					Council Tax and Business Rates late/non-payment notices	Full set of notices to be sent each month	Full set being sent	Green			
<p>Other issues :</p> <p><b>Full Employment in SS - temps are very hard to obtain &amp; keep</b></p> <p><b>Service redesign requires existing staff engagement</b></p> <p><b>Time to train temps and advertise /rercruit / familiarise staff</b></p> <p><b>Comms to members / public</b></p> <p><b>Need to move earlier than planned to appointment-only system</b></p> <p><b>Growing role for Customers First being exploited to good effect</b></p> <p><b>Holiday season</b></p>											