

Service Improvement Plan (*abridged*) – Taxation and Administration 2006/07- 2008/09

Theme: Organisation Development	
Objective: TA1 – Implement CRM in Taxation by end of Dec 2006	
Action & Milestones	Success Measures & Targets
Adhere to Corporate CRM Implementation Plan – Key actions for Taxation in 2006/2007 are:	
<ul style="list-style-type: none"> Extract Council Tax data to populate “person” database. 	<ul style="list-style-type: none"> Successful initial population and data cleansing. Implementation of procedures for maintaining accuracy of data developed with regular ‘refresh’ systems in place by end Dec 2006.
<ul style="list-style-type: none"> Set up scripts. 	<ul style="list-style-type: none"> All required scripts set up and tested by end July 2006.
<ul style="list-style-type: none"> Interface between IBS Open Revenues and Lagan Frontline developed, installed and tested. 	<ul style="list-style-type: none"> Interface operational by end of Dec 2006.
<ul style="list-style-type: none"> Single Notification of Address Change (telephone solution) to be implemented in Taxation by end June 2006. 	<ul style="list-style-type: none"> Successful pilot during April and May 2006 with form launched in “live” situation by end of June 2006.

Theme: Organisation Development	
Objective: TA2 – Improve Council Tax in-year collection performance – target to achieve 97% by 31.3.07	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Implement Experian ‘tracing’ package and develop procedures. 	<ul style="list-style-type: none"> Experian in use to trace absconded tax payers by end May 06.
<ul style="list-style-type: none"> Implement Experian data matching software to verify claims for single occupier discount. 	<ul style="list-style-type: none"> Pilot in one parish and review results by end August 06.
<ul style="list-style-type: none"> Implement Open Query, enhanced report writing package. 	<ul style="list-style-type: none"> Open Query live by end July 06
<ul style="list-style-type: none"> Implement v.4.51 of Anite@Work which offers enhanced interface with IBS Open Revenues. 	<ul style="list-style-type: none"> V.4.51 implemented by end September 06
<ul style="list-style-type: none"> Make more use of alternative methods of enforcement at latter stages of debt recovery (committal, bankruptcy and none-compliance notices). 	<ul style="list-style-type: none"> 80 notices issues during 2006/2007
<ul style="list-style-type: none"> Use of Anite@Work to implement case management system for bad debtors. 	<ul style="list-style-type: none"> Fast-track 80 cases to Liability Order stage by end June 06 for debts to be fully paid by 31.3.07
<ul style="list-style-type: none"> Liaise with Bailiff to implement enhanced “electronic” ways of communicating. 	<ul style="list-style-type: none"> Implement on-line referral of cases. Bailiff to implement mobile technology for on-line system updates. Bailiff to carry out credit checks to identify cases suitable for bankruptcy proceedings. (Live date depends upon bailiff’s IT development schedule.)

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Theme: Organisation Development	
Objective: TA3 – Implement System for billing and collecting NNDR BID (Business Improvement District) Levy within timescales laid down in the BID proposal document	
Action & Milestones	Success Measures & Targets
<p>The BID initiative is being led by DNS (Regeneration & Economic Development) and depends upon the desire of local businesses to set up a BID and a positive result in any BID ballot that might be held.</p> <p>Depending upon the complexity of the calculation of the levy and how it is to be paid (which will be determined by the BID proposers), actions may include:</p>	
<ul style="list-style-type: none"> • Setting up BID 'Fund' • Liaison with Finance re possible use of debtors system to bill rate payers • Liaise with ICT re possible use of REPCOM (residual Community Charge system) • Staff training • Development of monitoring and enforcement procedures. 	<ul style="list-style-type: none"> • Accurate bills issued within timescales described in the BID proposal • Collection performance exceeds 90%

Theme: Organisation Development	
Objective: TA4 – Progress partnership working in Design & Print with Darlington BC in line with Resources Stockton/Darlington Partnership initiative. Design stage to be complete by August 2006. Aim is to have co-located print and design function with rationalised equipment and increased productivity via shifts, in place by mid 2007/2008.	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> • Develop Design & Print partnership arrangements. 	<ul style="list-style-type: none"> • Design Stage complete by August 2006. This will include implementation plan that can then be used to monitor progress. • Service Improvements. • Additional income generated through use of spare capacity and increased volume of "in-house" work. Potential value to be assessed during design phase.

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Theme: Organisation Development	
Objective: TA5 – Implement e-Connect to interface LLPG to 7 other property databases across the Council between 1.4.06 and 31.3.07	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> • A project plan has been developed to link LLPG to the following systems: <ul style="list-style-type: none"> ○ IBS Open Revenues ○ Electoral Registration ○ Saffron ○ Flare ○ Frontline CRM ○ Website ○ Children’s Services (ICS). 	<ul style="list-style-type: none"> • 7 interfaces in place between 1.4.06 and 31.3.07.

Theme: Organisation Development	
Objective: TA6 – Development of Corporate Access to Services Strategy – Stage 2 (Design)	
Action & Milestones	Success Measures & Targets
Structure of Project still to be determined but will require involvement of all Service Groupings as the project moves into detailed design stage. Tasks to be undertaken may include:	
<ul style="list-style-type: none"> • Review and analysis of front-line services to determine front/back office split • Consultation with Members and stakeholder groups • Accommodation review • Presentation to Public Services Board • Develop implementation strategy, business case and funding strategy • Develop project plan • Develop communication strategy • Develop performance measures and targets. 	<ul style="list-style-type: none"> • Completion of detailed design phase with report to Cabinet November 2006. • Cabinet approval to proceed to implementation stage.