

Appendix A

**Thames Valley Transactional Service Centre
Annual Service Plan 2013 – 2014**

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
ALL	Improved communication links	Implement staff suggestion scheme	1 – Merged with roll-out of new staff intranet 'MyNet'	ACHIEVED
Corporate HR	Casework support for service leads	Support leaders with casework issues and resolution	1 – This is a continuous piece of work	ONGOING
DIP and Logistics	Rollout of the Digital Mail Room across the Council	Develop communications and change plan	1	This project is on hold awaiting the Council's requirements

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Revenues and Benefits	Improved community income	Recruit Neighbourhood Benefit and Money Advice Officers	2	In recruitment process

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Revenues and Benefits	Improve take-up of Direct Debit Facilitate improved	Obtain Accreditation for Paper-less Direct Debit	3–	All Academy updates have been on hold whilst the service was preparing for the migration of the system from Slough to Sefton. Phase two negates

	access to services			that requirement and a revised timetable will be issued shortly. Currently working with Capita to finalise timetable
Transactional Finance	Improve take-up of Direct Debit Facilitate improved access to services	Obtain Accreditation for Paper-less Direct Debit	3-	All Academy updates have been on hold whilst the service was preparing for the migration of the system from Slough to Sefton. Phase two negates that requirement and a revised timetable will be issued shortly. Currently working with Capita to finalise timetable
Revenues and Benefits	Improved community income	Neighbourhood Benefit and Money Advice Service formulation of engagement strategy	2	The recruitment has been linked in with the current restructure of the revenues and benefits service In recruitment process

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Transactional Finance	Reduce Operating Costs Improve accuracy of payment allocation	Implemented 'Automated Bank Reconciliation' module of Civica Icon	3	The client is currently updating the Civica Icon system, once complete this requirement will be revisited. Expected August 2013. Revised timescale to be developed, number of issues came out of project resulting in the project being spilt in two. Automated Bank Reconciliation to be installed once issues with initial install resolved
DIP and Logistics	Roll out of the Digital Mail Room across the Council	Identify and prioritise the early adopter departments	2	This project is on hold awaiting the Council's requirements

DIP and Logistics	Roll out of the Digital Mail Room across the Council	Requirement verification	2	This project is on hold awaiting the Council's requirements
Transactional HR	Reduce operating costs Improve speed and accuracy of processing	Establish electronic links to wider arvato network	2	Awaiting Council decision on ERP System. May present opportunities.
Revenues and Benefits	Prepare organisation for answering incoming customer contacts by telephone and email	Recruit employees and train for the Revenues and Benefits contact centre	2 - Subject to agreement with the Council of a go-live date	ONGOING

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Corporate HR	Staff Training	Delivery of Training Plans	3 – Training now ongoing	ONGOING
DIP and Logistics	Roll out of the Digital Mail Room across the Council	Implementation of DMR system	3 – See above	ONGOING
DIP and Logistics	Roll out of the Digital Mail Room across the Council	Test and Parallel running for the first department	3 – See above	ONGOING

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Revenues and Benefits	Improved business intelligence	Commence measurement programme with call handling team	3 – Ongoing (Phase 2)	ON HOLD
Revenues and	Transfer call handling	Commence the	3 – Subject to	ONGOING

Benefits	successfully from My Council to TVTSC	operation of the Revenues and Benefits Contact Centre Review Performance	agreement with the council of a go-live date	
Revenues and Benefits	Work with Capita to implement Academy module	Optimise rents interface for Council Stock	3	None to date
Revenues and Benefits	Work with Capita to implement Academy Modules	Implementation of EDT module	3	All Academy updates have been on hold whilst the service was preparing for the migration of the system from Slough to Sefton. Phase two negates that requirement and a revised timetable will be issued shortly. Currently working with Capita to finalise timetable
Revenue and Benefits	Work with Capita to implement Academy Modules	Implementation Capita Recovery Targeting Module	3	All Academy updates have been on hold whilst the service was preparing for the migration of the system from Slough to Sefton. Phase two negates that requirement and a revised timetable will be issued shortly. Currently working with Capita to finalise timetable

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Revenue and Benefits	Maximise the benefits provided by the additional software modules installed into Academy	Including training, development of new processes and external communications / marketing as required Develop Project plan and agree implementation plan	3 – onwards Commencing with Recovery targeting and ETD's to be completed this quarter	All Academy updates have been on hold whilst the service was preparing for the migration of the system from Slough to Sefton. Phase two negates that requirement and a revised timetable will be issued shortly. Currently working with Capita to finalise timetable

		including training , development of new processes and external communications / marketing as required		
Transactional Finance	Reduce Operating Costs Improve Speed and accuracy of sundry debt billing	Install interfaces between Oracle AR Module and Feeder systems	3	Council is currently reviewing the use of the Oracle system. Once decision known will reconsider this project. No longer required Council is to move away from Oracle

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Transactional Finance	Reduce Operating Costs Improve Speed and accuracy of processing	Install interfaces between Oracle GL Module and Feeder System	3 – See above	Council is currently reviewing the use of the Oracle system. Once decision known will reconsider this project No longer required Council is to move away from Oracle
Transactional Finance	Improve Access Reduce Operating Costs	Install automated Payment Machines	3 – Ongoing (Questions around choice of machines now resolved)	ONGOING
Revenues and Benefits	Innovation in recovery techniques	Commence cold calling using credit solutions	4	ONGOING
Transactional Finance	Innovation in recovery techniques	Commence cold calling using credit solutions	4	ONGOING
Corporate HR	Resource Planning support to service leads	Implementation of actions to structure resources recruit and / or redeploy surplus staff	4 – onwards	ONGOING

DIP and Logistics	Roll out of the Digital Mail Room across the Council	Full Go live	4 – See above	ONGOING
DIP and Logistics	Roll out of the Digital Mail Room across the Council	Review and Optimisation	4 – See above	ONGOING

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Transactional HR	Introduce more efficient operating system	Introduce Resource Link	4	ON HOLD (pending outcome of new financial and HR system review by the council) No longer required, Council does not wish to use Resource Link
Transactional HR	Deliver efficiencies to meet performance targets	Implement Final Organisational Model	4 – Organisation defined and employees in post	ACHIEVED
Transactional HR	Reduce operating costs Improve speed and accuracy of processing	Introduce new electronic solution for recruitment	4	ON HOLD (pending introduction of new financial and HR system review by the council)

SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Transactional HR	Reduce operating costs Improve speed and accuracy of processing	Full go live of DIP Workflow solution	4	ONGOING
Transactional HR	Reduce operating costs Improve speed and accuracy of processing	Roll out of Self Service from Resource Link	4	ON HOLD (pending introduction of new financial and HR system review by the council)

Revenues and Benefits	Respond to Welfare Reform Agenda	Agree terms of localised CTB Scheme Deliver staff training Testing of new software releases and /or configuration Agreement of commercial response to reform with Slough	4 Subject to timely approval of proposals from the authority	ONGOING
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SERVICE AREA	OBJECTIVE	ACTION	QUARTER TO BE ACHIEVED	PROGRESS
Transactional Finance	Deliver efficiencies to the Authority Deliver services to performance targets	Implement Oracle Budgeting Functionality	4	ON HOLD (Phase 2) Council is currently reviewing the use of the Oracle system. Once decision known will reconsider this project No longer required Council is to move away from Oracle
DIP and Logistics	Roll out of the Digital Mail room across the Council	Test and Parallel running for next departments	2, 2013 – See above	This project is on hold awaiting the Council's requirements
DIP and Logistics	Roll out of the Digital Mail room across the Council	Full Go - live	3, 2013 – See above	This project is on hold awaiting the Council's requirements
DIP and Logistics	Roll out of the Digital Mail room across the Council	Project Review	3, 2013 – See above	This project is on hold awaiting the Council's requirements

