

## **REVENUES & BENEFITS – POLICIES, PROCEDURES AND ACTION PLANS**

### **1 SUMMARY**

- 1.1 Members to consider a report on the current progress of the 12 improvement plans for Revenues and Benefits included in the Division's Operational Plan. The updated Operational Plan is attached as Appendix 1

### **2 INTRODUCTION**

- 2.1 Members agreed a new set of policies, procedures and action plans encompassing the whole of the Revenues and Benefits service in January, and also agreed to monitor progress against these on a six monthly basis.
- 2.2 Since January, officers have completed the Council Tax policies and procedures, including recovery. The policies and procedures portfolio has now increased from 298 to 400 pages and a full copy has been placed in the Member's library for reference.
- 2.3 In view of the diverse nature of the portfolio, if Members have any questions on the content they may wish to seek clarification before the meeting from the contact point below.
- 2.4 It is good practice that the Revenues and Benefits team should have full documented procedures that are both supported by Members and are available to stakeholders. Once agreed it is intended that the procedures are available through its website.
- 2.5 The 12 improvement plans, contained from pages 28 to 45 of the attached operational plan, form part of the formal 6 monthly Member monitoring process and have been updated so that Members can clearly monitor the performance of the Revenues and Benefits team in meeting its targets. Although there is an improvement plan for the joint working initiative with Chelmsford and Maldon Councils, Members have asked for a separate progress report on this project. It is anticipated that this will be presented in November, when officers hope to have secured Government funding to support this project.

### **3 RESOURCE IMPLICATIONS**

- 3.1 The policies and procedures portfolio review was a planned exercise in 2005 and there were no additional resource implications.

**4. RECOMMENDATION**

**4.1 It is proposed that the Committee RESOLVES**

That the updated Policies and Procedures Portfolio be endorsed.

Graham Woolhouse  
Corporate Director (External Services)

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**Background Papers:-**

None

For further information please contact Scott Logan on:-

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