

REVENUE & BENEFIT – POLICIES, PROCEDURES AND ACTION PLANS

1 SUMMARY

- 1.1 Members to consider the report of the Head of Revenue and Housing Management on a revised Vision, Customer Charter and 12 Improvement Plans as part of the amended Operational Plan. These have been appended as Appendix 1.

2 INTRODUCTION

- 2.1 Following some criticism by the CPA inspectors as to the lack of written policies and procedures the Revenue and Benefit Team have addressed these issues during 2005.
- 2.2 It is now appropriate that Members add their endorsement to the process. The Policies and Procedures Portfolio runs to some 298 pages and a copy has been placed in the Members Library for consideration.
- 2.3 The Portfolio is supported by 12 Improvement Plans that will now constitute the formal Member monitoring process which is undertaken on a six-monthly basis. Although there is an Improvement Plan for the Joint Working Initiative with Chelmsford, Maldon and Colchester Councils, Members have asked for a separate report on progress towards efficiency gains and capacity building highlighted by this project. This can be expected in April 2006 following the March meeting of the project team.

3 RESOURCE IMPROVEMENT

- 3.1 The Policy and Procedure Portfolio review was a planned exercise in 2005 and there were no additional resource implications.
- 3.2 The Council was successful in a bid to the ODPM/LGA Capacity Building Fund (£35,000) which has enabled Rochford to contribute, with Chelmsford Borough Council, to the appointment of a resource officer for a 16-month period. An appointment has been made and the officer is managed by Chelmsford Borough Council.
- 3.3 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.

4 RECOMMENDATION

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

That the Policies and Procedures Portfolio be endorsed.

Steve Clarkson

Head of Revenue and Housing Management

Background Papers:-

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