

Scrutiny Committee Resources
17 June 2009
Portfolio Holder Business Transformation and HR
Work Priority Areas for 2009/10

Housing Benefits

In light of increasing claimant numbers, monitor the performance of the Housing Benefits service to ensure we realise our objective of improving assessment times and customer service.

Automated service access and Electronic Document Records Management (EDRM)

The demand for access to automated services is increasing and it is important that the Council continues to develop those facilities for the customers who prefer this kind of transaction.

The Council's rolling programme of moving to electronic records will also be maintained in the coming year.

Mobile and Remote Working

Business cases for a number of services are being prepared for presentations to members when there is some certainty about future local government structures.

Equalities

The Council will be working towards the next level of the new Equalities Framework for local government.

Budget Savings

It is important to deliver the proposed budget savings which were agreed for the current financial year and progress will be monitored carefully and reported to this committee.

Local Government Review

With the continuing uncertainty surrounding the review of local government structures it is important that we continue to support our staff. HR has a crucial role to play with all managers, including the trades unions, to protect services and jobs.

June 2009