

Finance Service Plan Key Service Objectives for 2023/24

See our website for the full [Finance service plan](#)

3.1 Service priorities we will deliver in 2023/24 which support the Council Plan Priorities; the Poverty Action Plan and Health & Wellbeing. (Carbon reduction activities see section 5 below)	Financial/ corporate resource	Lead Officers
Financial Sustainability Model – Now adopted the implementation and processes involved needs to be organised. The Strategic Lead Finance working with the enablers identified in the Model will undertake this work including the agreement of timetable of service reviews to start in the final quarter of 2022/23 and through 2023/24.	This will require the time of those individuals identified as Enablers in the Plan and that of the Strategic Lead Finance and from services when reviews begin.	Strategic Lead Finance
Procurement Strategy 2022 – 2027 – Now adopted a key theme within the Strategy is the Global Climate Emergency, we will work with Devon Procurement Services to develop a matrix of activities to embed practices in our procurement processes to reduce our carbon footprint in line with our commitments.	Time of the Strategic Lead Finance working with Devon Procurement Services. There will be costs implications and these will have to be determined within procurement choices and will be presented to members to consider/decide.	Strategic Lead finance
An Electric Vehicle Infrastructure Charging Strategy is required to be developed and adopted by the Council which needs to include the role of our assets in particular our car parks. The Parking Services Manager needs to work with the Climate Change team to develop and implement this strategy. The adoption should be within the Q4 of 2022/23 including seeking external funding with implementation planned from 2023/24.	This will require the time of the climate Change Team and the Parking Services Manager	From Finance - Parking Services Manager

<p>Poverty Strategy – To continue to develop the Poverty Dashboard to drive the Council’s response to help residents with the cost of living crisis, the development and approval of the Household Support Fund 3 and Discretionary Fund (working with the Poverty Panel) in Q4 of 2022/23 with support being given in 2023/24.</p>	<p>This will require the time of Service Lead - Revenues and Benefits and the Benefits Manager to develop the schemes and the Revenues & Benefits Team to implement.</p>	<p>Assistant Director – Revenues, Benefits, Corporate Customer Services</p>
<p>Council Tax Reduction Scheme – Currently a revised, more generous scheme with a 100% reduction being proposed for the top band is being consulted on. The new scheme if agreed will be implemented leading up to 2023/24.</p>	<p>This will require the time of Assistant Director - Revenues and Benefits and the Benefits Manager and the Systems Team to implement</p>	<p>Assistant Director – Revenues, Benefits, Corporate Customer Services</p>
<p>Implementation of Business Rates Revaluation & government schemes announced in the Autumn budget.</p>	<p>Business Rates team, Revenues, Fraud & Compliance Manager, Systems Team (Revenues & Bens)</p>	<p>Revenues, Fraud & Compliance Manager</p>
<p>Carry out a review of telephony across the Council. This will including reviewing management data to consider how we can automate the routing of calls, dynamic automated messages, promotion of online services, etc. Alongside this we will also review resources for customer facing roles across the two sites to see how we can create greater efficiencies. (Carried forward)</p>	<p>This will require resources of Customer Services Manager, Assistant Director (Revs, Bens, Corporate Customer Services) Revs and Bens Data analyst. Once an initial review has been carried out a plan will be developed that may well involve other services.</p>	<p>Assistant Director – Revenues, Benefits, Corporate Customer Services</p>

<p>Carried forward</p> <p>Implement online services via Firmstep including automation to reduce the amount of paper bills issued and to create more efficient ways of working. This will include:</p> <ul style="list-style-type: none"> ➤ Self-service / e-billing ➤ Move in /move out form for Business rates changes ➤ Move in/ Move out form for Council tax changes. ➤ Contact us form for council tax, business rates and general CSC matters (replace emails) <p>We will measure the efficiencies and paper savings this will create. This objective also sits within ‘better homes and communities for all’.</p>	<p>This will require resources within the Revs, Bens & CSC service.</p>	<p>Assistant Director – Revenues, Benefits, Corporate Customer Services</p>
<p>Carry out a feasibility with Exeter City Council Revenues & Benefits Service on exploring opportunities for partnership working/ scoping how services can be better aligned.</p>	<p>This will require the time of Officers involved and some external independent support maybe required but this can be met within the draft budget.</p>	<p>Assistant Director – Revenues, Benefits, Corporate Customer Services.</p>

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
<p>Implementation of new Finance System</p>	<p>New system implemented with the benefits defined in the business case – modern system with closer working with ECC & TDC</p>	<p>Capital Budget has been approved for 3 year project</p>

Link to Council Plan priorities	Financial Stability	
Milestones	Due date	Lead officer
1.TDC to go live (detailed project plan agreed)	April 2023	Financial Services Manager -TDC
2.EDDC to go live (detailed project plan agreed)	April 2024	Financial Services Manager - EDDC
3.ECC to go live (detailed project plan agreed)	April 2025	Financial Services Manager - ECC

3.2 Service development / project * (this will be monitored in SPAR)	Expected outcome	Resources required
Implementation of Motorhome Policy	To engage with Town Councils and where requested develop a local agreement and designate car parks for overnight stay	Parking Services Manager
1. To be determined		
Link to Council Plan priorities	Resilient Economy	
Milestones	Due date	Lead officer
1. To be determined		