



Providing Revenues & Benefits for City of Lincoln Council and North Kesteven District Council

Business Plan 2021/22 – Summary

Key activities delivered in 2020/21:

- ❖ **Response to Covid-19**
- ❖ **Positive levels of performance**
- ❖ **Welfare Reform support and advice**
- ❖ **Expansion of partnership working**
- ❖ **Further enhancement of customer experience / shift to e-channels**
- ❖ **Key role in anti-poverty initiatives**



Key activities in 2021/22:

- ❖ **Continue response to impacts of Covid-19 – support to residents, businesses, staff**
 - ❖ **Continue implementation of a strategy for the Councils' response to Welfare Reform support and advice**
 - ❖ **Key role in projects relating to reducing inequality**
 - ❖ **Identifying and delivering new ways of improving customer experience, including new e-forms**
 - ❖ **Revenues and Benefits assurance – optimising Housing Benefit subsidy, and combatting fraud**
 - ❖ **With LiNK as the lead, to further expand partnership working with other organisations**
 - ❖ **Optimise performance levels with reference to impacts from the Covid-19 pandemic, particularly around Council Tax and Business Rates in-year collection, and increased number of Benefits applications**
 - ❖ **Utilise Discretionary Housing Payment grants in the most appropriate and effective manner**
 - ❖ **Increase opportunities for customers through a range of Employment and Skills related initiatives**
 - ❖ **Delivery of strategic projects through:**
 - **City of Lincoln Council Vision 2025;**
 - **NK Plan 2020-23.**
 - ❖ **Contribute towards corporate savings targets and pressures**
 - ❖ **Provision of Welfare Reform support and advice**
-