

# Business Plan 2022/23 – Summary

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

## **Key activities delivered in 2021/22:**

- ❖ **Response to Covid-19**
- ❖ **Delivery of 'New Ways of Working'**
- ❖ **Enhanced telephone system**
- ❖ **Positive levels of performance**
- ❖ **Welfare Reform support and advice**
- ❖ **Test and Trace Support Payments**
- ❖ **Expansion of partnership working**
- ❖ **Key role in anti-poverty, reduction of inequality and financial inclusion initiatives**



## **Key activities in 2022/23:**

- ❖ **Continue response to impacts of Covid-19 – support to residents, businesses, staff**
  - ❖ **Review of Welfare Reform Strategy**
  - ❖ **Key role in projects relating to reducing inequality and financial inclusion**
  - ❖ **Identifying and delivering new ways of improving customer experience, including new e-forms**
  - ❖ **Embed standards of response for all customer channels – including e-mails/ e-forms**
  - ❖ **To lead and 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 2021-24.**
  - ❖ **Contribute towards corporate savings targets and pressures**
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