Appendix K – Intervention Summary and Plan

		2013	2014	2015	2016	2017
Service / System / Flow / Intervention	System / Flow Owner	SOND	J F M A M J J A S O N D	J F M A M J J A S O N D	J F M A M J J A S O N D	J F M A M J J A S O N D
Responsive Repairs - 1	SB					
Benefits	ZH					
Parking - 1	KW					
Recruitment	SR					
Development Management - Planning	LS					
Insurance	CH					
Environmental Health - Statutory Nuisance	IR					
Tenancy Services - Lettings	JS					
Strategic Housing - Help me	CD					
ICT - Help Desk / Support	SR					
Streetscene - 1	MB					
Responsive Repairs - 2	SB					
Cash Office	AR					
Tenancy Services - Rental Income	JC					
Tenancy Services - Living in - Help me	JC					
Parking - 2	KW					
Procurement	LU					
Risk Management	EH					
Council Tax & Business Rates	AC					
Streetscene - 2	MG					
Democratic Services	LU					
Finance	EH					

KEY Intervention	<u>Flows</u>
Parking – 1	PCN Flow
Parking – 2	Swipe Cards (Disabled Badge Holders) Residents Permits & Scratch Cards Dispensations Season Tickets
Tenancy Services – Living – Help Me	Mutual Exchange Permission Requests Adaptations Neighbours & Neighbourhoods General Help & Advice
Streetscene – 1	Pitch Bookings Bulky Waste & Fridge Collection Bin Delivery & Collection Refuse & Recycling
Streetscene – 2	Street Cleansing Public & Open Spaces Grounds Maintenance Cemeteries
Finance	Payables (Purchase-to-Pay) Receivables Budget – Preparation & Follow-up Financial Reporting
Democratic Services	Committee Support Elections Support