

## Appendix K – Intervention Summary and Plan

Service / System / Flow / Intervention	System / Flow Owner	2013				2014				2015				2016				2017																							
		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

Parking – 1

Parking – 2

Tenancy Services – Living – Help Me

Streetscene – 1

Streetscene – 2

Finance

Democratic Services

#### Flows

PCN Flow

Swipe Cards (Disabled Badge Holders)  
Residents Permits & Scratch Cards  
Dispensations  
Season Tickets

Mutual Exchange  
Permission Requests  
Adaptations  
Neighbours & Neighbourhoods  
General Help & Advice

Pitch Bookings  
Bulky Waste & Fridge Collection  
Bin Delivery & Collection  
Refuse & Recycling

Street Cleansing  
Public & Open Spaces  
Grounds Maintenance  
Cemeteries

Payables (Purchase-to-Pay)  
Receivables  
Budget – Preparation & Follow-up  
Financial Reporting

Committee Support  
Elections Support