

Cross cutting issues

Subject	Time Table	Responsibility for delivery	Customers affected	Affect on Council	Risks	Mitigation	Risk Rating/ Priority
Staffing	From October 2012	Vale of Glamorgan	HB and CTB claimants	36fte in Housing benefits. Staff requirements to undertake CTSS service and support increasing demand for money / benefit advice, increasing requirements in collection services	Maintaining continuity of service, servicing transfer of data to DWP s claimants transfer.	Workforce plan, communications with staff	H 1
ICT	From October 2012	Vale of Glamorgan/ DWP	Claimants	Requirements to provide additional data and implement new systems	Maintaining continuity of service, servicing transfer of data to DWP s claimants transfer.	Planning, use of existing suppliers to provide CTS system and additional supports if necessary	H 1
Financial	From October 2012	Vale of Glamorgan	Council tax payers, claimants, service users.	Overall affect on council finances, general fund expenditure, council tax revenue streams, HRA revenue streams, cost of implementation.	Council budget , delivery of Housing business plan	Financial Analysis and planning; Medium Term Financial Plan; Budget process; Financial Monitoring	H 1