

Gandlake Usergroup 2010

**“So, what about Northampton
Revenues and Benefits?”**

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Background

- The service provided by Revs & Bens has 5 main deliverables: -
 - Collection of Council Tax from 91,500 properties
 - Payment of Benefit to 20,800 claimants
 - Investigation and prosecution of fraudulent claims
 - Collection of Business Rates from 6,000 non-domestic properties (via consortium arrangement with Wellingborough Council)
 - Recovery of all sundry debts owed to the Council
- Performance is reasonably good, but could be delivered more efficiently

What do our customers want?

1. Bigger, better, faster and smoother!
2. Open all hours!
3. Flexibility
4. Are less forgiving?
5. I pay your wages you know!

What is happening this year?

- Business Improvement Program
- Strategic Business Review:
 - Growing the business?
 - Down-sizing?
 - Partnership?
 - Arms-length company?
 - Outsourcing?

What are we up to?

Looking at 6 work streams, involving about 70 tasks

- Access channels
- Automation/Optimisation
- Training
- Home-working
- CRM
- Housing Benefit Overpayment Review

So why might you be interested?

- Self-service areas
 - Landlord Portal (Trusted partners/RSL)
 - E-forms (CRM/Website)
 - E-benefits
 - Citizens Account
- Automation
 - Merging correspondence
 - Summary letters
 - Annual housing association rent increases
 - CRM
- CRM
 - Three tier approach

Circle of life

- Long ago
- Improved enveloping process
- Barmy situation
- Avoidable contact (NI14)
- Brilliant idea!
- Efficiency saving

Do it yourself!

- Citizens account has gone reasonably well
 - Need to grow customer numbers
 - Why do they initially sign-up, but not follow it through
 - Forget to tell us a change of e-mail address
 - Need to widen services offered
 - Revenues is not the centre of the universe
 - Need to increase customer interaction
 - Look it's a bill!
 - It's relatively easy, why not?

Printy stuff

- Does your current software supplier lack imagination?
- Is their way, the only way?
- Is it as dull as hell?
- Does it allow you to manipulate data?
- Can you trust your IT guys to do updates without full supervision?

How are we going about it?

- Consulted with the team
- Initial project plan currently being finalised
- Corporate approach to customer access
- Resource plan to be finalised with flexible structure and back-filling
- Management structure to be reviewed
- Service area structure to evolve
- Minimal impact on customer service

Any questions?