

IN HOUSE BID SUGGESTIONS

Following on from the meeting with staff the in house bid team have prepared a report for Management to be with agreement put forward to the full Council Meeting Tuesday 20th October 2009

OPTION A – Shared Northgate IT Service, shared Housing and Council Tax Benefit service.

We have listened to the Benefit staff and in exploring this option of a partnership for that Section we hope to incorporate the added value of a shared service in terms of training and resilience, and performance improvement with the benefits of partnering up with an Authority which is on the same Northgate system as ourselves. Whilst maintaining a face to face presence locally.

Option A will allow us to make savings and improvements by also partnering up as a whole Service on a shared IT platform.

The remaining Sections left in house will merge into a single structure to provide extra resilience and capacity.

In house processes including technology will also be reviewed to achieve more savings.

OPTION B – Shared Northgate IT service plus external DWP efficiency and cost review of the Housing and Council Tax Benefit Section

In this option the Benefit Service would be reviewed by the DWP Performance and Development team. This is an option that both Sue M and Caroline have supported and pressed for over the last year. The Council would be led by the outcome of that review on the options which should be put in place for this service which would improve performance and resilience and make cost savings. This may in the end also recommend a partnership, but other areas will be looked at such as structure, processes and technology.

The remaining Sections left in house will merge into a single structure to provide extra resilience and capacity.

In house processes including technology will also be reviewed to achieve more savings.

The proposal for the mailroom and fraud is that they will remain as they are currently, and have therefore not been included, however this may change dependant on exploring Option A in more detail.

PROPOSAL IN BRIEF

IT

- **PARTNERSHIPS – I.T BASIS ONLY WITH NORTHGATE SITE TO ACHIEVE SAVINGS ON LICENSES, SOFTWARE, STAFF TRAINING ETC. THIS WILL ALSO MITIGATE THE NEED FOR CAPITAL TO BE SPENT ON A NEW IT SYSTEM AND THE INTERIM DISRUPTION TO SERVICE. REDUCING RISK**
- **EXPLORE PRINT MANAGEMENT SOFTWARE - TO REDUCE RELIANCE OF AUTHORITY ON PRE PRINTED STATIONARY, BAR CODING DEMAND NOTICES, BATCHING YEAR END AND BENEFIT AND COUNCIL TAX NOTICES TOGETHER REDUCING POSTAGE COSTS, STAFF RESOURCES AND PROVIDING BETTER CUSTOMER SERVICE**
- **CUSTOMER SELF SERVICE – E-BILLING, SECURE ACCESS FOR CUSTOMERS TO THEIR OWN BENEFIT OR COUNCIL TAX ACCOUNTS. ONLINE INTERACTIVE APPLICATION FORMS.**
- **PAPERLESS DIRECT DEBIT – IMPLEMENT ORGANISATIONAL REVIEW TEAM’S SUGGESTION FOR PAPERLESS DIRECT DEBIT CORPORATELY AS SOON AS PRACTICABLE.**

REVENUES

STRUCTURE CHANGE – MERGE BOTH RECOVERY, BRATES, & SUNDRY DEBTORS SECTIONS TO INCREASE CAPACITY AND RESILIENCE.

BAILIFF – LOOK AT PRICING STRUCTURE

BENEFITS

- ***BENEFITS - TO EXPLORE THE POSSIBILITY OF A REVIEW OF THE BENEFIT SERVICE BY THE DEPARTMENT OF WORK AND PENSIONS PERFORMANCE AND DEVELOPMENT TEAM***
- ***TO EXPLORE THE POSSIBILITY OF WORKING IN A FULL AND EQUAL PARTNERSHIP WITH NEIGHBOURING NORTHGATE BENEFIT DEPARTMENTS***

ACCOMODATION REVIEW – INVESTIGATE IF THE LONDON ROAD ACCOMODATION CAN ACHIEVE SAVINGS IN PARITY WITH THE ARP BUSINESS PLAN.