

Restructure of Revenues and Benefits

The Revenues and Benefits service was created in January 2011 and is an amalgamation of the Benefits and Local Taxation Services. As part of the initial structure, a total of £215k savings were identified. These were achieved as a result of:

- Existing vacant posts being deleted (7.56 x FTE)
- One voluntary redundancy (1.00 x FTE)
- One Local Taxation Team Leader post being deleted (1.00 x FTE)

The proposed restructure of Revenues and Benefits will generate a further £265k savings as follows:

- Reduction of one management post (1.00 x FTE)
- Reduction of two Team Leader posts (2.00 x FTE)
- Reduction of other posts within the section (4.60 x FTE)
- Reduction of associated non-staffing expenditure (£10k)

This restructure and reduction in staffing will be achieved by:

- Amalgamating teams carrying out similar functions;
 - Benefits claim processing and Local Taxation liability processing
 - Local Taxation recovery and Housing Benefit overpayment recovery
 - Benefits and Local Taxation control functions
- A reduction in some back office control functions
- Streamlining of some back office functions that relate to both Benefits and Local Taxation (e.g. Council Tax Benefit processing)

All of these changes will not impact on front-line service delivery to customers. Staffing resources on front-line teams will be maintained and, where possible, processing will continue to be done at the first point of contact with customers. This approach has already delivered efficiencies for the service and improved customer service.

Further work will be undertaken with the Transformation Team to explore further ways in which some back office services can be delivered more efficiently via Customer Services.