Automation in Revenues & Benefits

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Head of Service Solutions

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CYBER ESSENTIALS

Crown Commercial Service Supplier

bsi. ISO/IEC 27001 Information Security Management

Services under pressure

Budgets constantly reduced
Do more with less
Experienced staff leaving
Difficult to recruit
Agency staff expensive

Covid
Government initiatives – Business Rate grants. Energy Rebate.

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Time to innovate

Innovation tends to come from SME's.

3 big R&B product vendors focused on maintaining legacy systems

Automation is key.

Govtech's innovation is automation.

Experts in Revenues & Benefits Automation

End-to-end Revenues automation in NEC and Capita

40 councils use our automation services

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Time to innovate

We are thrilled to announce that **Cheshire West and Chester Council**, **Hartlepool Borough Council**, **London Borough of Haringey** and **Herefordshire Council** have all joined the webCAPTURE community during the last 3 months!

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Define Automation

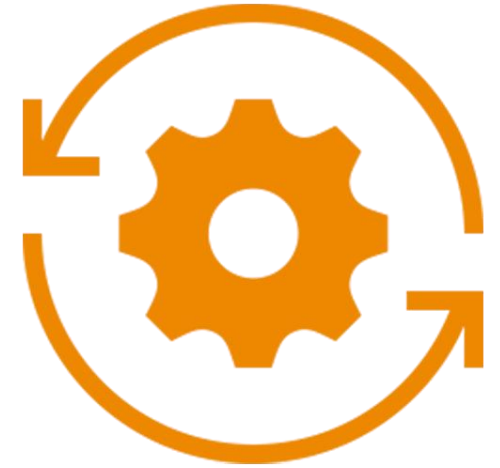Loading an online form into the Document Management System

Loading an online transaction into a holding area for officer review

Low expectations

Often oversold

Rarely measured

Full Business Process automation

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Revenues – Govtech Business Process Automation

Direct Debit

Sole Occ Discount

Household Moves

Vacant Discount

Refunds

Landlords

Discount Review

Payment Arrangements

Students

Copy Bill

E-Billing

Exempt/Discounts

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Be Unique

Hosted automation service.

API integration with R&B systems.

Manages end-to-end automation.

Intervention only where absolutely necessary

Interventions classed as HIGH, MEDIUM or LOW priority in DMS

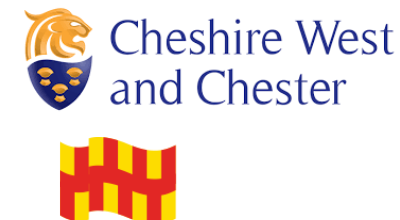Clear instruction to officer on the intervention required.

Records and reports automation.

10 years in the making.

Every Govtech customer is a reference site.

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Does it work?

Service Partnership

It's a relationship

Digital transformation is a journey
     One that's a lot easier working together

Service reviews to promote and adopt best practise and to optimise automation

Dedicated contact for future innovation

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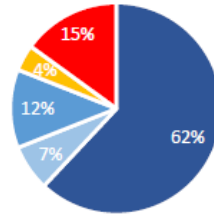
Cheshire East Council

Hello,

Well, here we are into the summer, hopefully we have some good weather this year.

Here is your first report for the new Financial Year covering the statistics from 1st April 2023-30th June 2023.

As usual, any queries please don't hesitate to contact us. And if you have not booked a Service Review recently, please contact us to do so. Just a reminder that this a free service that Govtech provide for you with an aim to enable optimum use of your service.

TOP TRANSACTIONS PROCESSED FOR THE PERIOD

Direct Debits
4,424

Moves
4,149

Landlords
1,499

Sole Occupier
%
1,200

Students
187

Business rates
467

HELPDESK CALLS:

7 Received   6 Resolved   1 Ongoing

TOTAL TRANSACTIONS PROCESSED

- ARCHIVE (COMPLETED) — 62%
- REVIEW (COMPLETED) LOW — 7%
- FOLLOW ON ACTION (COMPLETED) MEDIUM — 12%
- BUSINESS REFERRAL (INTERVENTION) — 4%
- INTERVENTION — 15%

TOTAL AUTOMATED: 81%

13,594

AUTOMATION LEADERBOARD:
CHANGE OF ADDRESS AUTOMATION RATE

Authority	Rate
Kirklees Council	80%
Wolverhampton City Council	78%
Dudley Council	78%
Salford City Council	77%
South Ayrshire Council	76%
Doncaster Council	76%
Bradford Council	76%
York Council	75%
Bristol City Council	75%
Sandwell Council	75%
Islington Council	74%
Dumfries & Galloway Council	74%
Mansfield District Council	74%
Cheshire East Council	73%
North Herts Council	71%
Aberdeenshire Council	70%

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North Hertfordshire District Council

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TOTAL TRANSACTIONS PROCESSED
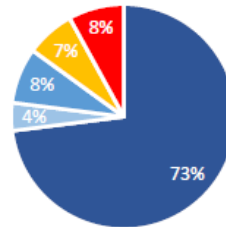
- 73% ARCHIVE (COMPLETED)
- 4% REVIEW (COMPLETED) LOW
- 8% FOLLOW ON ACTION (COMPLETED) MEDIUM
- 7% BUSINESS REFERRAL (INTERVENTION)
- 8% INTERVENTION

TOTAL AUTOMATED: 85%

6,470

TOP TRANSACTIONS PROCESSED FOR THE PERIOD

Direct Debits
1,375

Moves
1,175

Landlords
148

Sole Occupier
393

Students
26

Business rates
143

AUTOMATION LEADERBOARD:
CHANGE OF ADDRESS AUTOMATION RATE

Authority	Rate
Kirklees Council	80%
Wolverhampton City Council	78%
Dudley Council	78%
Salford City Council	77%
South Ayrshire Council	76%
Doncaster Council	76%
Bradford Council	76%
York Council	75%
Bristol City Council	75%
Sandwell Council	75%
Islington Council	74%
Dumfries & Galloway Council	74%
Mansfield District Council	74%
Cheshire East Council	73%
North Herts Council	71%

HELPDESK CALLS:

12 **Received**
12 **Resolved**
0 **Ongoing**

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Success stories – Salford
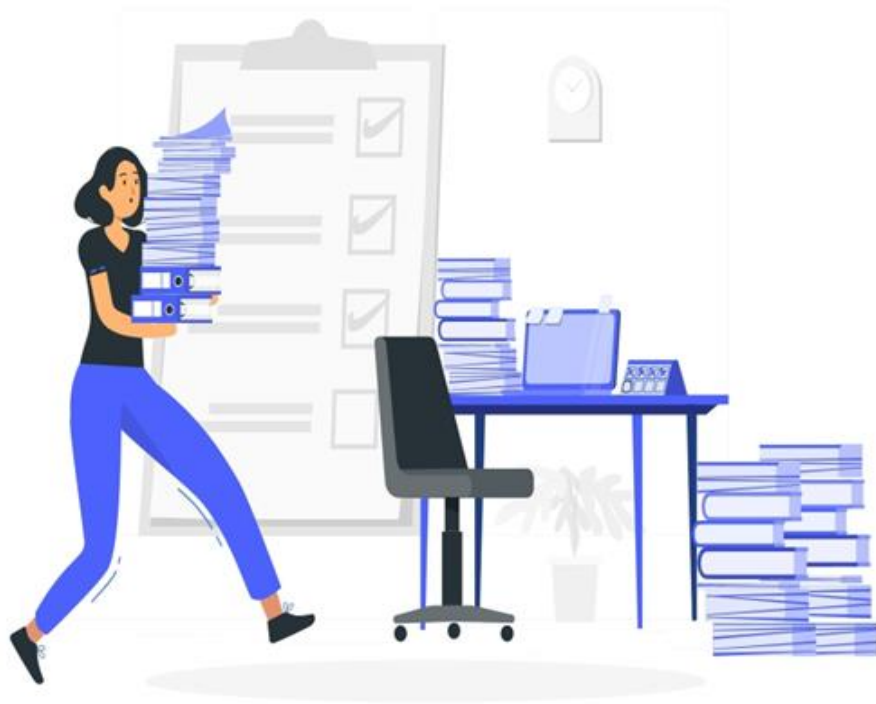
Process	Average number completed PPPH	Average Manual process time mins per item	Total Number of Transactions Per Annum	Total Hours
Direct Debits	12	5	24,273	2,023
Single Occupier Discount	6	10	5,288	881
Moves	4	15	44,676	11,169
Paperless Billing	12	5	29,849	2,487
Refund/Credits and Transfers	12	5	6,060	505
SPAs	6	10	2,589	432
SPDRs	15	4	1,133	76
Copy Bills	12	5	4,783	399
Student Discounts	4	15	6,537	1,634

Total Number of Transactions per Annum   125,188
Total Number of Hours Required to Process Manually   19,606 Hours

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Total time saved annually – 75% Automation

14,705 Hrs

2,625 Days

9 FTE's

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SUCCESS STORIES

Sharing experiences, leads to success

Be inspired by your peers to create your own success story.

We're proud of our customers' achievements. Our success stories demonstrate our eagerness to help local authorities overcome their obstacles and attain their goals.

SUCCESS STORIES

City of York Council

A big win for digital transformation, with savings being realised within 3 months and an opportunity to exploit data they had never had access to before.

Kirklees Council

Resources freed up by automation reassigned into Recovery. A brand new team of 8 people was created to focus on aged debt and recovered £5m in 3 years.

Kirklees Council | SPDR

Using automation to minimise fraud and maximise income. Conducting a Single Person Discount Review to check citizens' legitimacy and boost revenue.

Deployment (12 weeks)

IT Lite touch
Virtual 'Local Host' server spun up and virtual VPN installed

Service configuration
Business specialists

Structured testing
Test pack
Issues & Review
Sign off & Deploy

No 'new system' training required.

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Outcomes

Customer centric efficient service delivery

Freed up resource

Better use of time:
     Supporting Citizens through early interventions
     Focusing on collection and aged debt reduction

Job enrichment

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Questions?

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It's all here: **www.govtech.co.uk**