

Level

Tier

Scope

Service

District, Unitary

Revenues & Benefits



Revenues Service

Characteristic(s) / CSF(s):

Managing Expenditure

Managing Income



Problem and Approach

- Despite collection rates being above the national average, both Rother and Wealden District Councils felt it important to consider how their respective Revenue services were performing.
- The councils took a fresh look at current practice, questioning how and where existing processes could be improved to deliver real value to the local taxpayers. The workshops were specifically designed to allow revenue professionals from each Council to openly debate, challenge and exchange ideas to bring about real changes in the way they work.
- In addition, by benchmarking caseloads with different authorities, the attendees were able to consider whether there might be savings in overall revenue costs as a result.

Outcomes

- Revenue savings of 25% were identified for Wealden
- Numerous service improvements to methods of collection, both in terms of routine collection practice and Visiting Officer operations, were identified.
- Staff capacity, confidence and morale were boosted by directly involving staff in reviewing their current practice and asking them to help shape the future of their service
- Significant groundwork for closer co- operation in the future between Rother and Wealden District Councils

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