

# REVENUES AND BENEFITS SERVICES THAT BENEFIT COUNCILS AND CITIZENS

Change is the only constant when it comes to managing local authority revenues and benefits.

With an average of one adjustment to the UK's benefits system per week, it is not surprising that councils can struggle to keep on top of the administration. Recent welfare reforms have put a huge strain on councils' ability to collect revenues and disperse benefits efficiently. This strain is made ever more acute by far-reaching budget cuts and a new era of local autonomy.

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*"Arvato's finance and accounting expertise has benefited the council, our residents and local businesses. New technologies and processes, combined with a sensitive approach to dealing with our 'customers' has ensured the best results all-round."*

Mark Evans, Deputy Chief Executive, Chesterfield Borough Council.

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## Adapting to change

Arvato helps local governments adapt to change by using a mixture of first-class training, new processes and technology. We work in close cooperation with our clients to review operating structures and then reduce costs by driving efficiencies.

## Maximised revenues

Such is the success of our approach to maximising government revenue, that our clients are positioned in the top 10% of comparable public sector organisations in the UK. We take an intelligent approach to revenues collection that makes best use of processes and technology. We use customer insights and data matching to identify households with late or missed payments, households that ought to be able to pay versus those struggling to pay, and households likely to pay via Direct Debit and take up e-billing options.

## Tangible benefits

When it comes to benefits, we believe in balancing efficiency on the one hand with providing vital services for those that need them on the other.

For example, we help councils build the technology required for citizens to make claims online or via self-service systems. This allows for a quicker, more accurate application and payment process, while maximising the take-up of benefits. Our benefits caseload is currently over 60,000 individual claims.

## Specialist training

To keep pace with new legislation and to develop technically aware, multi-skilled employees, we run specialist programmes for local authority revenues and benefits practitioners. Our courses cover benefits assessment, council tax, business rates, recovery, enforcement and other associated topics.

£568  
million

Tax and rates we collect each year on behalf of our public sector

98.6%

The average client rating for our revenues and benefits training course

Our benefits caseload is currently over

60k

individual claims

## Client benefits

### Do more with less:

Standardising and centralising back-office services, such as HR and revenues and benefits, delivers substantial cost reductions.

### Use new communication channels to boost customer satisfaction:

By providing self-serve and multi-channel contact options for citizens, clients can improve customer satisfaction and speed up administrative processes, while simultaneously cutting costs.

### Administrative support to free up frontline staff:

Integrating back and front office processes and training staff across a range of services means more citizen queries can be resolved at the first point of contact.

Arvato is a trusted global business outsourcing partner to the private and public sectors in the UK and Ireland.

[arvato.co.uk/hello](http://arvato.co.uk/hello)

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