



Digital Optimisation – Revenues & Benefits Service

October 2018



Stockton-on-Tees
BOROUGH COUNCIL

Big plans, bright future

Overview

- The Big Merger
- Our Customer Base
- Digital Foundations
- The Digital foundations Digital Progression
- Current digital and self-serve options
- On-line forms and transactions
- Widening digital provision
- Mitigating for digital exclusion
- Key considerations
- Increasing take-up of digital services
- Contact Details
- Any Questions?

The Big Merger – What We Do Now

- Council Tax Billing / Discounts
- Recovery
- In-house Enforcement
- Business Rates
- Cashiers Service
- Housing Benefit
- Council Tax Support
- 'Back on Track' – Crisis & Settlement Support
- Discretionary Awards
- Welfare Rights
- Fraud, Visiting & Safeguarding
- Systems & Development



Our Customer Base

- Council Tax domestic properties – 86,929
- Business Rates properties – 5730
- Housing Benefit – 14,490
- Council Tax Support – 18,721

Digital Foundations



Electronic Document and
Record Management
System



Integrated
Processing
System

Mobile Working

Current Digital & Self-Serve Options



- View Council Tax Account on-line
- Electronic billing
- Benefit Calculator
- On-line payment facility
- Self-serve telephone payment facility
- Post Office payment option
- Payzone outlet
- Website – council tax band look-up
- My Stockton



On-line Forms & Transactions

- Change of address
- Report a change in circumstance
- Providing evidence online
- Authorisation to share information with landlord



- Changing instalment payments
- Refund application
- Single Person Discount
- Disabled Relief
- Charitable relief
- Person in Detention
- Youth trainees
- Apprenticeships
- Business Rate relief

Widening Digital Provision



- Text Messaging
- Access to on-line accounts
- E- notifications
- Open Portal
- Self serve registration
- Direct Debit
- Business rates on line forms – mandatory and discretionary rate relief
- Housing Benefit & Council Tax Support applications

Mitigating for Digital Exclusion

- Free wi-fi in customer service centres and libraries
- Provision of ICT facilities in libraries
- ICT training programmes being developed by Libraries team
- Infinity Partnership - digital mapping exercise
- Assisted customer self-serve
- Assisted Digital Support
- New claim interviews
- Home visiting service
- Partnership working

Key Considerations

- Resources to develop and implement change
- Working practices – smarter working principles
- Internet access
- ICT skills
- Training needs
- Support for vulnerable clients
- Customer Awareness

Increasing Take-up of Digital Services

Improving the Customer Experience

- Joint operational meetings with Customer Services
- Learning from customer comments
- Monitoring usage of digital services
- Regular meetings with IT providers
- Learning from other Local Authorities

Promotion of Digital Services

- Working with Communication team
- UC Corporate Project Group
- KYIT / Twitter / Facebook
- Envelopes / Correspondence
- Working with partners - soft launches of new forms



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...and finally

One size
does **NOT**
fit all.



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Getting in Touch

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Any Questions?



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