

Medium Term Planning and Budget Build proposal

MTP Ref No:

MTP Title: Revenues and Benefits Future Delivery Options

Budget Manager/Head of Service: Julie Seddon

Directorate: Customers & Communities

Service: Customer & Cultural Services

*Dept: Communities and Environment

*if applicable

Financial Impact:

Year	Impact	£
2016/17		
2017/18		
2018/19		
2019/20		
2020/21		

Cost Centre(s):

Links to corporate priorities (please select all that apply)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Northampton Alive and economic development | <input checked="" type="checkbox"/> Housing and Wellbeing |
| <input type="checkbox"/> Safer, cleaner neighborhoods | <input checked="" type="checkbox"/> Empowering communities |
| <input type="checkbox"/> Love Northampton inc. Heritage and Culture | <input checked="" type="checkbox"/> Savings and efficiencies |

Brief Description of Proposal:

Future delivery of Revenues and Benefits Service

Key benefits (including measures of success) and impact arising from the proposal:

The partnership agreement with LGSS comes to an end in June 2018, the review of how the service will be delivered after this date will ensure that the option chosen will contribute to the Council achieving the savings required in the medium term financial plan. Both Revenues and Benefits are statutory services and the Council's objectives are for a service that is delivers efficiency savings, continues to deliver improved performance, is flexible to changes, with the ability to respond to continuing welfare reform and other legislative changes and maximises the benefits of cost effective IT systems.

Key consequences/risks of not delivering the proposal:

Inefficient service resulting in a poor service to the public and possible reputational damage. Loss of income from Council Tax and Business Rates affecting the Council's ability to meet its financial targets.

Community Impact Assessment

(Incorporating equality analysis and health considerations)

Name of Matter Assessed:

**Revenues and Benefits Future Delivery
Options**

What is it:

A Community Impact Assessment (CIA) is a document that summarises how the council has had due regard to the public sector equality duty (Equality Act 2010) in decision-making. This document can also be used to consider health and narrowing health inequalities (Health and Care Act 2012)

When to assess:

A CIA should be carried out when you are changing, removing or introducing a new service, policy or function. The assessment should be proportionate; a major financial decision will need to be assessed more closely than a minor policy change.

Due Regard:

To 'have due regard' means that in making decisions and in its other day-to-day activities the council must consciously consider the need to do the things set out in the general equality duty: eliminate discrimination, advance equality of opportunity and foster good relations.

In relation to health, we need to consider the potential short term and long term implication of for decisions that we take to support the Health and Wellbeing agendas.

How much regard is 'due' will depend on the circumstances and in particular on the relevance of the aims in the general equality duty to the decision or function in question. The greater the relevance and potential impact, the higher the regard required by the duty. We need to make sure that we understand the potential impact of decisions on people with different protected characteristics and also need to consider this information before and as decisions are being made. This will help us to reduce or remove unhelpful impacts and inequalities.

For help and guidance on the Public Sector Equality Duty, please refer to :

[Making Fair Financial Decisions \(External Link\)](#)

The public sector equality duty (the equality duty) does not prevent you from making difficult decisions such as reorganisations and relocations, redundancies, and service reductions, nor does it stop you from making decisions which may affect one group more than another group. The equality duty enables you to demonstrate that you are making financial decisions in a fair, transparent and accountable way, considering the needs and the rights of different members of your community. This is achieved through assessing the impact that changes to policies, procedures and practices could have on different protected groups (or protected characteristics under the Equality Act 2010).

Proposal Name:

Revenues and Benefits Future Delivery Options

1. Aims/objectives and purpose of the policy/service

Aims and Objectives:

The Council is considering the options for the future delivery of the Revenues and Benefits services when the current partnership agreement with LGSS comes to an end in June 2018. Both are statutory services and the Council's objectives are for a service that is delivered efficiently, continues to deliver improved performance, is flexible to changes and maximises the benefits of cost effective IT systems.

2. Scope/focus of the Assessment:

Who are the key stakeholders:

Officers i.e. Revenues and Benefits managers and processing/administrative staff. Members of the public, council tax and business rate payers and benefit claimants. Advice agencies, CAB, etc.

3. Relevant data and/or research

Outline the information and research that has informed the decision:

Discussions with Senior managers. KPIs
and CIPFA Benchmarking Statistics for 2014/5 and 2015/16; LGSS Performance Reports.
Other Benchmarking data: Public Sector Audit Appointments (PSAA); V4 Benchmarking Report.
Local Government Association (LGA) Papers on Shared Services Options.
i three analytics report data. Options Appraisal report on future Revenues and Benefits Service Delivery.
Soft Market Testing questionnaire and workshops with potential suppliers

4. Current Service Provision & Impact of Change

What are you doing now; and how will it change:

The revenues and benefits service is currently delivered by LGSS staff under a Partnership agreement entered into in June 2013 and which runs through to June 2018. The various service areas are performing well against the KPIs. The services are statutory and therefore subject to extensive government legislation in terms of how they are administered, in that respect ongoing delivery will not change. However, the councils objectives for the ongoing delivery of the service are that it continues to deliver savings, performance improvements, is flexible and able to respond to future changes in legislation and continues to utilise and streamline processes through investment in new IT software developments.

5. Identification of affected groups

List the groups that may be affected by the proposal along with any expected impacts; Please estimate the number of people affected if known:

The main group affected will be staff and the expected impact could be a TUPE transfer (under the same terms and conditions) to a new employer.

6. Assess and/or undertake Consultation

Has any additional consultation been performed outside of the budget process? If so please give details:

Discussions and workshops as part of a soft market testing exercise with a number of current suppliers in the marketplace.

7. Assessment of impact on staff

Please give details of impact on staff, including staffing profile if/as appropriate:

If the council takes the decision to move to a new service provider staff will be part of a TUPE transfer, under which their employment terms and conditions will be protected.

8. Assessment of impact on wider community

Please give details of any impacts to the community as a whole:

Members of the public should not see any adverse effect from what would be a 'seamless changeover' to delivery of the revenues and benefits service.

9. Assessment of impact by protected characteristics

Please summarise the results of the analysis:

All impacts are positive.

10. Assess the relevance and impact of the decision to people with different protected characteristics

	Please select from the drop-down box	
	Relevance	Impact
Age	Low	Neutral
Disability	Low	Neutral
Gender reassignment	Low	Neutral
Marriage and civil partnership	Low	Neutral
Pregnancy and maternity	Low	Neutral
Race	Low	Neutral
Religion or belief	Low	Neutral
Sex	Low	Neutral
Sexual orientation	Low	Neutral
Other socially excluded groups (include health inequalities)	Low	Neutral

*When assessing relevance and impact, make it clear who the assessment applies to within the protected characteristic category. For example, a decision may have high relevance for young people but low relevance for older people; it may have a positive impact on women but a neutral impact on men.

11. Mitigation of Adverse Impact on staff/service/people

Where any negative impact has been identified, please outline the measures taken to mitigate against it, or why none is possible:

N/A

12. Publication of results

This CIA will be posted on Council's website

13. CONCLUSION

Please state how due regard has been taken to the equality duty, and public health considerations and advise on the overall equality implications that should be taken into account in the final decision, considering relevance and impact:

This matter has been screened for relevance in relation to the equality duty and no evidence to suggest an impact on equality risk has been identified so far. Consultation and implementation reviews will be undertaken as appropriate to ensure that unintended impacts are addressed as appropriate

Signed: Julie Seddon

Date: 14/11/16