

Restructure of Revenues & Benefits

Questions asked by staff 16 April 2012

1. The new structure appears to be amalgamating the current 3 Senior Recovery Officers jobs on council tax with that of the senior officer on NNDR with only 2 posts remaining. Can you please define the job description &, if both seniors are to be merged to do nndr collection/recovery & Ctax recovery, who is going to train them both in their new roles & how is the team going to function.
2. On the proposed structure why is there such a vast difference in spans of control? e.g. 4 seniors on control with 20 staff between them, whereas the two seniors on recovery/nndr will have 20 between them.
3. What analysis has been done of the work & timings of recovery & NNDR to establish how many staff are required?
4. Where does committal to prison, charging orders, Liability Order court hearings & bankruptcies fit into the new structure & who is going to carry these duties which are currently done by the court officer? This is a specialist area of work and the cost to the council, both reputational and financial will be severe if errors are made.
5. Who covers the principal revenues officer post when that person is either on annual leave or sick & who also covers the one senior officer on the collection team in their absence?
6. Where are the "specialist" officers on the support team coming from & what analytical and administrative duties that are currently carried out by the recovery/nndr team will they, specifically, be doing?
7. If a senior officer, currently at risk of redundancy requests at their one to one that they would like the option of redundancy can Barnet compel them to take a position which is of lower grade? What happens if all the seniors ask for redundancy?
8. Who is going to do the desktop assimilation for the Principal Revenues Officer & the senior officer posts?
9. If there are only 8 officers on the collection team how are they going to cope with taking final notice calls & who will assist if needed?
10. In the presentation it was quoted that if there was a dip in the collection rate the situation would be reviewed? How do you envisage doing this if you have removed expertise from the area?
11. In the presentation we were told that the majority of the work will be done by the back office for council tax collection. Why, therefore, is it

that the majority of staff are going to the call centre & only 8 officers are being left in the back office? Have you done any analysis the amount of calls/work that will be done by the call centre to establish how many staff would be needed? We have seen previous analysis that indicated the required number would be 10.5, why has this now increased to 13?

12. Has this model been used by any other London Boroughs and proved to be successful? If so please name them.

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1. What specific functions will be undertaken in the “back office” of the Collection Team?
2. What functions currently undertaken by the Collection Team will be moved into the Support and Control Team and why?
3. There is an average split of 1:9 manager/staff over the Benefit/Collection and Recovery teams but only a 1:5 split in the proposed Support and Control Team. Why is this?
4. Will front office staff deal with correspondence as well as phone calls? If so, what types?
5. Who will be responsible for categorising and distributing work between front and back office? Will this be done as soon as the work is received and on a daily basis?
6. What % of calls do you expect to be passed from front to back office?
7. Why are no current Managers posts being moved into front office?
8. Why are the current 3 managers in the Control Team not subject to the risk of redundancy and assimilation?
9. What is the current % ratio of Managers to staff in CSO front office and what will be the ratio after the transformation?
10. The current roles and duties of the 4 Team Leaders in the Collection Team do not meet 55% of the Officers role and duties. What procedure will be adopted to make an assessment in this regard?
11. What is the comparison on costs of the savings that are proposed to be made on the reduction of Team leader posts to that of the consultancy team that have spearheaded this project and continue to be employed in this area?
12. What short term proposals are in hand to take corrective action when it is discovered that the proposed structure in the Collection back office is not adequate?