

DRAFT SAVINGS PROPOSAL

London Borough of Tower Hamlets
Medium Term Financial Strategy 2021-24

Proposal Title:	Merging the Revenues & Benefits Services (Phase 1)		
Reference:	SAV / RES 008 / 21-22	Savings Type:	Service transformation
Directorate:	Resources	Savings Service Area:	Central services
Directorate Service:	Revenues and Benefits	Strategic Priority Outcome:	11. The Council continuously seeks innovation and strives for excellence to embed a culture of sustainable improvement
Lead Officer and Post:	Roger Jones, Head of Revenues Service	Lead Member and Portfolio:	Cllr Candida Ronald, Cabinet Member for Resources and the Voluntary Sector

Financial Impact:	Current Budget 2020-21	Savings/Income 2021-22	Savings/Income 2022-23	Savings/Income 2023-24	Total Savings/Income
Budget (£000)	6,744	(120)	-	-	(120)

Staffing Impact (if applicable):	Current 2020-21	FTE Reductions 2021-22	FTE Reductions 2022-23	FTE Reductions 2023-24	Total FTE Reductions
Employees (FTE) or state N/A	176	(1)	-	-	(1)

Proposal Summary:

The Council currently has two independent services responsible the collection of income and management of income systems and the other the award of benefits, council tax reductions and other financial assessments.

In 2018, the income centralisation programme transferred the responsibility for the collection of all income streams to Revenue Services. This now includes Council tax, Business Rates, Sundry Debts (including Adult Social Care, Commercial Rent and Trade Refuse), Parking Income, Overpaid Benefits, together with income management systems. They are also responsible for all bulk printing requirements.

The Benefits Service is currently going through a restructure and is also partway through the centralisation of assessments programme which includes Adult Social Care Financial Assessments, Children's Services Financial Assessments, Client Financial Affairs and the Blue Badge Assessments Team.

The proposal is to now merge these two service areas into one "Income and Assessments Service" effectively reducing the Heads of Service down to one single post responsible for both areas.

Risk and Mitigations:

There will be loss of experience at a very high level in one area, which can be mitigated by ensuring the restructure includes ensuring the correct roles are in place to support the new role.

Resources and Implementation:

The restructure will be carried out in line with the Council's organisational change policy and within existing resources.

SAVINGS PROPOSAL – BUDGET EQUALITY ANALYSIS SCREENING TOOL

Trigger Questions	Yes / No	If Yes – please provide a brief summary of how this impacts on each protected characteristic as identified in the Equalities Act 2010. This will need to be expanded in a full Equality Analysis at full Business Case stage.
Does the change reduce resources available to address inequality?	No	
Does the change reduce resources available to support vulnerable residents?	No	
Does the change involve direct impact on front line services?	No	
Changes to a Service		
Does the change alter who is eligible for the service?	No	
Does the change alter access to the service?	No	
Changes to Staffing		
Does the change involve a reduction in staff?	Yes	The reduction of one Service Head post.
Does the change involve a redesign of the roles of staff?	Yes	Two Service Head roles are being merged into one single role.

Summary:	
To be completed at the end of completing the Screening Tool.	
Based on the Screening Tool, will a full EA will be required?	Yes

Additional Information and Comments: