

## DRAFT SAVINGS PROPOSAL

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

<b>Proposal Title:</b>	<b>Merging the Revenues &amp; Benefits Services (Phase 2)</b>		
<b>Reference:</b>	SAV / RES 009 / 21-22	<b>Savings Type:</b>	Service transformation
<b>Directorate:</b>	Resources	<b>Savings Service Area:</b>	Central services
<b>Directorate Service:</b>	Revenues & Benefits	<b>Strategic Priority Outcome:</b>	11. The Council continuously seeks innovation and strives for excellence to embed a culture of sustainable improvement
<b>Lead Officer and Post:</b>	Roger Jones, Head of Revenue Services	<b>Lead Member and Portfolio:</b>	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	(150)	-	-	(150)

  

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	(4)	-	-	(4)

### Proposal Summary:

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

Phase 1 of the restructure is to merge the two service heads, and phase 2 will look at the management structure of the combined services with a view to reducing the number of managers to officer ratio.

### Risk and Mitigations:

There will be loss of experience at management level which can be mitigated by ensuring the restructure includes ensuring the correct roles are in place to support managers and implement new ways of working to take advantage of new technology and communication techniques.

### 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	
<b>Changes to a Service</b>		
Does the change alter who is eligible for the service?	No	
Does the change alter access to the service?	No	
<b>Changes to Staffing</b>		
Does the change involve a reduction in staff?	Yes	A reduction in the number of managers.
Does the change involve a redesign of the roles of staff?	Yes	Yes, implementing new techniques to manage staff and taking advantage of new technology.

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

Additional Information and Comments: