

**NORTH LINCOLNSHIRE COUNCIL
OFFICER DECISION NOTICE AND RECORD
(PUBLISHED)**

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| 1. DECISION TAKEN | | | |
| OPERATIONAL CHANGES IN FINANCIAL SERVICES | | | |
| EXECUTIVE | ✓ | NON-EXECUTIVE | |
| | | | (Please tick either) |
| IS THIS A 'KEY DECISION' ? (see definition overleaf) | | | Yes No |
| DOES THIS DECISION RELATE TO EXEMPT INFORMATION? | | | Yes No |
| EXEMPT PARAGRAPH REFERENCE (NOT TO BE PUBLISHED) | | | |

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| 2. OFFICER DECISION TAKER | NAME Becky McIntyre POSITION/POST Director of Governance & Partnerships SIGNATURE <i>BMcIntyre</i> DATE 24 May 2018 |
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| 3. REASONS FOR THE DECISION (Please ref to any report/minute/background documents attached) | <p>Changes to opening hours of Local Taxation and Benefits telephone contact 9am – 4.30pm and Cahier Counter Service 10am-12pm and 2pm-4pm in line with customer demand and level of transaction.</p> <p>As detailed in attached report.</p> |
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| 4. ALTERNATIVE OPTIONS CONSIDERED AND REJECTED (BY DECISION TAKER(S)) | As detailed in attached report |
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TO BE COMPLETED BELOW - ONLY WHEN A DELEGATED OFFICER DECISION REQUIRES PRIOR CONSULTATION WITH A MEMBER (LEADER OF THE COUNCIL, CABINET MEMBER/CHAIRMAN OF A COMMITTEE) IN ACCORDANCE WITH THE 'SCHEME OF DELEGATIONS TO OFFICERS' OR DECISION/MINUTE OF COUNCIL/COMMITTEE OR DECISION/MINUTE OF CABINET/CABINET MEMBER.

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| 5. DECISION REQUIRED TO BE TAKEN IN CONSULTATION WITH RELEVANT MEMBER | COUNCILLOR POSITION SIGNATURE DATE |
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| 6. ANY CONFLICT OF INTEREST DECLARED BY ANY EXECUTIVE (CABINET) MEMBER (S) CONSULTED, WHICH RELATES TO | |
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| <p>THE DECISION, OR (NON-EXECUTIVE) – ANY MEMBER OF THE COMMITTEE THAT DELEGATED THE DECISION TAKEN</p> | |
| <p>7. WITH REFERENCE TO 6. ABOVE - HAS ANY DISPENSATION BEEN GRANTED TO THE EXECUTIVE (CABINET) MEMBER? (ONLY APPLIES TO EXECUTIVE)</p> | |

PLEASE REMEMBER TO ATTACH ANY ACCOMPANYING REPORT.

WHEN COMPLETE, PLEASE SEND TO HEAD OF DEMOCRATIC SERVICES, CIVIC CENTRE, SCUNTHORPE FOR PUBLISHING.

(The definitions of a key decision are when an executive decision is likely -

(i) to result in the Council incurring expenditure or the making of savings (including the receipt or loss of income) over £350,000 in any one financial year; or

(ii) to be significant in terms of its effect on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority).

NORTH LINCOLNSHIRE COUNCIL

**DIRECTOR OF GOVERNANCE &
PARTNERSHIPS**

OPERATIONAL CHANGES IN FINANCIAL SERVICES

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 There are some modest operational changes proposed in this report as part of the larger-scale transformation of service delivery in Financial Services.
- 1.2 To change the telephone contact hours in taxation and benefits, to better meet customer demand.
- 1.3 To change the hours of opening of the counter service at the Civic Centre cash office to reflect the different patterns of payment customers use.

2. BACKGROUND INFORMATION

- 2.1 Financial Services has been at the leading edge in moving to more efficient ways of delivering services to the public over the past few years. This includes a digital first approach for the range of taxation and benefit interactions with the public; and a range of new ways of paying including on-line accounts for customers. It has realised significant efficiency savings, while maintaining or improving customer service.
- 2.2 The council has also been innovative in finding less costly and more convenient ways for people to make payments to the council.
- 2.3 Taxation and Benefits operate as part of a shared service with North East Lincolnshire Council since 2012, which realised improved value for money and opportunity to develop a digital first model which was implemented in 2016. All tax and benefit related forms can now be accessed electronically 24 hours a day, seven days a week. Face-to-face contact is only required in exceptional cases to meet the specific needs of some customers.
- 2.4 After two years of operation the balance of service across the channels has been reviewed. The number of on-line forms submitted in the

eleven months to February 2018 has grown to 10,500 and most telephone contacts are between the hours of 10am and 4.30pm.

- 2.5 The Cashiers service forms part of the shared service with North East Lincolnshire since 2016, but serves North Lincolnshire only. The service consists of a small team that process council income and provides customer facing counter service from the Civic Centre. The cash collected via the counter service represents a very small proportion of the council's business having fallen markedly over the years, typically an average eight transactions per working day. The service have continually reviewed and responded to the change in demand as alternative cash and electronic payment methods have increased.
- 2.6 To ensure that Financial Services continue to deliver a progressive and value for money service and operate in the most efficient way operational changes are proposed.

3. OPTIONS FOR CONSIDERATION

- 3.1 To change the Local Taxation and Benefits telephone contact hours to 9am – 4.30pm.
- 3.2 To change the cash office counter service opening times to 10am-12pm and 2pm-4pm.

4. ANALYSIS OF OPTIONS

- 4.1 Data for the period shows that telephone contact to Local Taxation and Benefits is only 3% of the daily total between 8.30 and 9am and between 4.30 and 5pm. The change in telephone contact hours in taxation and benefits enables staff to dedicate more time to processing claims, which will enable a timelier processing of claims.
- 4.2 The change in hours of the cash office counter service, for which demand has fallen significantly because of the range of alternative payment methods now available, will allow more efficient processing of cash management accounting functions. The cash management processing will be further enhanced by integration of the function with the finance servicedesk team.
- 4.3 There are alternative ways to pay by post, telephone and on-line for the range of payments processed, which include council tax, parking enforcement charges and other ad hoc payments. Cash payments are available at over a hundred points (Paypoints and Post Offices) located in local communities that are open for five to seven days a week. The Paypoint network is well used with approximately 90,000 transactions between April 2017 and February 2018 for council tax payments. A list of all Paypoint and Post offices that can take payment is listed in Appendix 1.

4.4 The use of the counter service has declined to a point where it is no longer an efficient use of staff time to retain it. As part of continual service improvement and transformation, the cash collection function will be integrated with the Finance Servicedesk. The counter service will be monitored and a review undertaken to assess the future need for the service.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 There will be efficiency savings from both proposals and some cost saving from the Cashiers review, which will contribute to the finance savings target in the Medium Term Financial Plan.

6. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

6.1 The associated changes to work patterns have been consulted with the relevant staff and trades unions.

6.2 We plan to publicise the changes to telephone hours on the council website and via social media as well as notifying partners and the corporate contact centre. Cashiers will advise customers when they come in and by poster prominently displayed, as well as via the website and social media.

7. RECOMMENDATIONS

7.1 That the telephone opening hours within the taxation and benefits section are changed to 9am to 4.30 pm.

7.2 That the cashiers opening hours are changed to 10am – 12pm and 2pm – 4pm.

7.3 That a further review be undertaken to assess the future demand for the counter service, following the change in hours.

HEAD OF FINANCIAL SERVICES

Civic Centre
Ashby Road
SCUNTHORPE
North Lincolnshire
DN16 1AB
Author: Tracy Elliott
Date: 15 May 2018

Background Papers used in the preparation of this report

Paypoint Outlets

| Fascia | Address | | Postcode |
|--------------------------------|-------------------------|--------------------|-----------------|
| One Stop Stores LTD | 24 Victoria Road | Barnetby Le Wold | DN38 6HT |
| Ebor (Costcutter) | Cross Hill | Barrow upon Humber | DN19 7BZ |
| Lincolnshire Co-op | Howe Lane | Barrow-Upon-Humber | DN19 7HS |
| MARTINS | 15 Market Place | Barton-upon-Humber | DN18 5DA |
| Co-op Barton Upon Humber | 12 Market Lane | Barton-upon-Humber | DN18 5DE |
| Spar | 17 Bowmandale | Barton-upon-Humber | DN18 5LR |
| MARTINS | 21 - 23 High Street | Barton-upon-Humber | DN18 5PD |
| One Stop | 89 Fleetgate | Barton-upon-Humber | DN18 5QD |
| CR Stores | 97 Caistor Road | Barton-upon-Humber | DN18 6DG |
| Co-op - BROUGHTON | 128 High Street | Broughton, Brigg | DN20 0JR |
| BP Barnetby | Elsham | Brigg | DN20 0PA |
| MARTINS | 8 Wrawby Street | Brigg | DN20 8JH |
| Motor Fuel - Brigg | Bridge Street | BRIGG | DN20 8LY |
| Atkinson Convenience Store Ltd | 12/12 Atkinson Avenue | Brigg | DN20 8PP |
| Brigg Mini Market | 24 Glebe Road | Brigg | DN20 8QE |
| The Co-op | Station Road | Brigg | DN20 9EB |
| MFG - Steelmakers | Normanby Road | SCUNTHORPE | DN15 6AJ |
| Market Asia | 2-6 Clarke Street | SCUNTHORPE | DN15 6EG |
| Bargain Booze Ltd | 122-124 High Street | Scunthorpe | DN15 6ES |
| Well Street Corner | 45 Wells Street | Scunthorpe | DN15 6HL |
| La Bella | 203 High Street | Scunthorpe | DN15 6LQ |
| Telegraph News | 21 Cole Street | Scunthorpe | DN15 6QY |
| ASDA - SUPERMARKET | Carlton Street | Scunthorpe | DN15 6TA |
| Parkside SSTN | Doncaster Road | Scunthorpe | DN15 7DR |
| Londis | 40-42 Newland Avenue | Scunthorpe | DN15 7HQ |
| Boozemaster | 149-153 Frodingham Road | Scunthorpe | DN15 7JR |
| Garners Pharmacy | 160-164 Frodingham Road | Scunthorpe | DN15 7NJ |
| Dhillon Store | 212 Frodingham Road | Scunthorpe | DN15 7NW |
| MV Express | 72 Oswald Road | Scunthorpe | DN15 7PG |
| Go Local | 11 Doncaster Road | SCUNTHORPE | DN15 7RA |
| H A Stores | 11 Henderson Avenue | Scunthorpe | DN15 7RL |
| Robsons Mini Market | 66-68 Henderson Avenue | Scunthorpe | DN15 7RU |
| One Stop | 31-33 Marsden Drive | SCUNTHORPE | DN15 8AL |
| Kirks Korner | 12 Scotter Road | Scunthorpe | DN15 8DR |
| Long Road Stores | 68 Long Road | Scunthorpe | DN15 8HG |

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| McColls | 21-23 Avenue Vivian | Scunthorpe | DN15 8JW |
| JK Stores | 65 Crosby Avenue | Scunthorpe | DN15 8NY |
| Scunny Mini Market | 15 Ferry Road | Scunthorpe | DN15 8QG |
| Co-op - Winterton | Market Street | Scunthorpe | DN15 9PT |
| Spar | 85 Earls Gate | Scunthorpe | DN15 9SS |
| Cottage Beck Corner Shop | 1 Cemetery Road | Scunthorpe | DN16 1DY |
| Gosal's Supermarket | 192/194 East Common Lane | Scunthorpe | DN16 1HJ |
| One Stop | 142 Healey Road | Scunthorpe | DN16 1HT |
| Ellis Stores | 9 Cottage Beck Road | Scunthorpe | DN16 1LQ |
| Premier | 198 Cemetery Road | Scunthorpe | DN16 1NU |
| Bellingham Stores | 51-53 Bellingham Road | Scunthorpe | DN16 1RX |
| SPAR T/A CHOCOLATE BOX | 85 Cottage Beck Road | Scunthorpe | DN16 1UE |
| Spar | 96 Old Brumby Street | Scunthorpe | DN16 2AW |
| Today's Local | 19 Beechway | Scunthorpe | DN16 2HF |
| Quickstop | 39-41 Ashby High Street | Scunthorpe | DN16 2NB |
| Ashby Mini Market | 1 North Parade | Scunthorpe | DN16 2PQ |
| One Stop | 14/16 Westerdale Road | Scunthorpe | DN16 2QB |
| Spar | 224-226 Ashby High Street | Scunthorpe | DN16 2SJ |
| Moor Booze | 10 Broadway | SCUNTHORPE | DN16 2SN |
| MARTINS | 26 - 28 Broadway | Scunthorpe | DN16 2SN |
| Grange Service Station | Grange Lane South | Scunthorpe | DN16 3BJ |
| Churchfield Road Stores | 11 Churchfield Road | Scunthorpe | DN16 3DH |
| Crystal News | 14 Cambridge Avenue | Scunthorpe | DN16 3LX |
| Sathi Mini Market | 53 Manor Road | Scunthorpe | DN16 3PB |
| One Stop | 43 Holme Hall Avenue | Scunthorpe | DN16 3PZ |
| Co-op - Lincoln | 13 The Precinct | Scunthorpe | DN17 1PS |
| Jet Westcliffe | Westcliffe | Scunthorpe | DN17 2BJ |
| Co-op | 91-95 Willoughby Road | Scunthorpe | DN17 2DJ |
| One Stop | 71 Enderby Road | Scunthorpe | DN17 2HE |
| One Stop | 5-6 Eton Court | Scunthorpe | DN17 2PG |
| Quebec Supermarket | 32 Quebec Road | Scunthorpe | DN17 2TB |
| ASDA - SUPERSTORE | Burringham Road | Scunthorpe | DN17 2XF |
| Premier Stores | 12 High Street | Scunthorpe | DN17 3RS |
| Co-op | 33 High Street | Scunthorpe | DN17 3RX |
| Nisa | 13 Wendover Road | Scunthorpe | DN17 3SN |
| MCCOLLS | 98 - 100 High Street | Scunthorpe | DN17 4DR |
| Lincolnshire Co-Op | 2-4 Johnsons Lane | Scunthorpe | DN17 4LA |
| Co-op - Spruce Lane | Spruce Lane | Ulceby | DN39 6UL |
| Happy Shopper | 28 High Street | Winterton Scunthorpe | DN15 9PU |

Post Offices

| Fascia | Address | | | Postcode |
|----------------------|--|--------------------------|--------------------|----------|
| Barnetby | 47 Kings Road | | Barnetby | DN38 6HF |
| Goxhill | Howe Lane | Goxhill | Barrow On Humber | DN19 7JD |
| Barrow on Humber | Cross Hill | | Barrow Upon Humber | DN19 7BZ |
| Barton On Humber | 32 Burgate | | Barton On Humber | DN18 5HA |
| South Ferriby | Sluice Road | South Ferriby | Barton-Upon-Humber | DN18 6JA |
| Broughton | 72 High Street | Broughton | Brigg | DN20 0HZ |
| Bonby | Main Street | Bonby | Brigg | DN20 0PW |
| Brigg | 8 Wrawby Street | | Brigg | DN20 8ER |
| Scawby | 1 Chapel Lane | Scawby | Brigg | DN20 9AQ |
| Gunness | 32 Station Road | | Gunness | DN15 8TH |
| Hemswell Raf Station | Gainsborough Road | | Hemswell Cliff | DN21 5TX |
| South Killingholme | 5 School Road | South Killingham | Immingham | DN40 3HS |
| East Halton | Townside | East Halton | Immingham | DN40 3NL |
| Scunthorpe | 148 High Street | | Scunthorpe | DN15 6EN |
| Doncaster Road | 11 Henderson Avenue | | Scunthorpe | DN15 7RL |
| Scotter Road | 110 Scotter Road | | Scunthorpe | DN15 8AT |
| West Halton | Village Hall | Coleby Road, West Halton | Scunthorpe | DN15 9AP |
| Winteringham | 2 High Burgage | Winteringham | Scunthorpe | DN15 9NE |
| Winterton | High Street | Winterton | Scunthorpe | DN15 9PU |
| East Common Lane | 198 Cemetery Road | | Scunthorpe | DN16 1NU |
| Old Brumby | 96 - 98 Old Brumby Street | | Scunthorpe | DN16 2AW |
| Westerdale Road | 14-16 Westerdale Road | | Scunthorpe | DN16 2QB |
| Ashby | 224-226 Ashby High Street | | Scunthorpe | DN16 2SJ |
| Westcliff | 13 The Precinct | | Scunthorpe | DN17 1PS |
| Westcliff PS Only | Lincoln Co-operative Retail Services Ltd | 13 The Precinct | Scunthorpe | DN17 1PS |
| Riddings | c/o Lincoln Co-op | 89 - 95 Willoughby Road | Scunthorpe | DN17 2DJ |
| Riddings PS Only | 89-95 Willoughby Road | | Scunthorpe | DN17 2DJ |
| Bottesford | Spar Store | 308-312 Messingham Road | Scunthorpe | DN17 2QY |
| Keadby | 49 Station Road | Keadby | Scunthorpe | DN17 3BS |

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| West Butterwick | West Butterwick Methodist Hall | North Street, West Butterwick | Scunthorpe | DN17 3JR |
| Messingham | c/o Lincoln Co-op | High Street, Messingham | Scunthorpe | DN17 3RX |
| Messingham PS Only | Lincoln Co-op | 40 High Street | Scunthorpe | DN17 3RX |
| Crowle | 98 High Street | Crowle | Scunthorpe | DN17 4DR |
| Ealand | 23a New Trent Terrace | Ealand | Scunthorpe | DN17 4JJ |
| Eastoft | Eastoft Village Hall | High Street, Eastoft | Scunthorpe | DN17 4PA |
| Ulceby | Spruce Lane | | Ulceby | DN39 6UL |