

# IMPROVE REVENUE COLLECTION FAIRLY AND SUSTAINABLY

Local authorities face greater challenges than ever to collect Council Tax and Business Rates. Arum and the IRRV have created a unique partnership that will provide you with a practical improvement plan to optimise your billing and collection service.

Working with us will help you understand strengths of your service that you can build on, risks you should address, and opportunities for sustainable improvement.

## WHAT WILL WE DO?

Working with you and your team, we can review all aspects of your service, or focus on the elements most important to you. We will help you deliver two key outcomes:



### An accurate bill

**The right people are paying the right amount:**

- A thorough and systematic assessment of your billing and related processes to maximise revenue collection and tackle fraud
- A review of your discretionary schemes to ensure they are delivering the best outcomes for the Council and for Customers
- A review of your capacity and arrangements for managing new responsibilities to distribute funds from Central Government



### Minimal arrears and aged debt

**The right collection actions are taken at the right time:**

- A comprehensive assessment of revenue collection operations and outcomes
- An integrated assessment of the operating model reviewing collection strategy, performance, processes, technology and culture
- Applying best practice from the public and private sectors to your unique challenges and circumstances

## WHAT WILL YOU RECEIVE?

We will spend up to four weeks reviewing your Council Tax and Business Rates collections policies, strategies, processes, and organisational setup, following which you will receive:

- Confidential and candid advice about opportunities to improve your service
- Short, sharp and practical improvements that can be made in the short-term (quick wins) within the constraints of your current technology and investment resources
- Recommendations for long-term improvement and service transformation
- An outline plan broken into sensible work packages you can deliver yourselves or with support

## WHY WORK WITH US?

The IRRV and Arum are the only partnership with qualified professionals who have hands on experience of delivering the entire Council Tax and Business Rates journey.

Arum provides clients with independent advice and support in revenues, collections and recoveries by sharing learning and best practice across all industries.

The IRRV is the only professional body for local authority revenues and local taxation collection.

Together, we understand your challenges, and we know how to improve collection services. Every project we have delivered provided significant improvement for our clients and better outcomes.

## FIND OUT MORE

We'd be happy to speak to you about how we can help you. Feel free to contact Forid Meah ([forid.meah@arum.co.uk](mailto:forid.meah@arum.co.uk)) and David Magor ([david.magor@irr.org.uk](mailto:david.magor@irr.org.uk)) to find out more.