

# Automation to free up resource

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# Services under pressure



Budgets constantly reduced  
Asked to do more with less

Covid

Government initiatives – Business Rate grants. Energy Rebate.

More people falling into recovery  
Greater vulnerability.





# Get the best out of what you have



Very experienced staff leaving

Difficult to recruit staff with the required experience

Little resource to invest in training new starters

Agency staff expensive and unpredictable





# Time to innovate

Innovation tends to come from SME's.

3 big R&B product vendors focused on maintaining legacy systems

Automation is key..... To free up resource for more essential valuable tasks

Govtech's innovation is automation.

Experts in Revenues & Benefits Automation

End-to-end Revenues automation in NEC and Capita

Easy to access transactional services

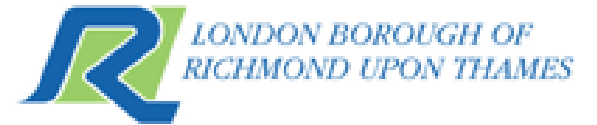
40 councils use our automation services





# Time to innovate

We are thrilled to announce that **Cheshire West and Chester Council**, **Hartlepool Borough Council**, **London Borough of Haringey**, **Herefordshire Council**, **Manchester City Council**, **Oldham Council** and **Lichfield District Council** have all joined the webCAPTURE community during the last 3 months!





# Define Automation

Loading an online form into the Document Management System

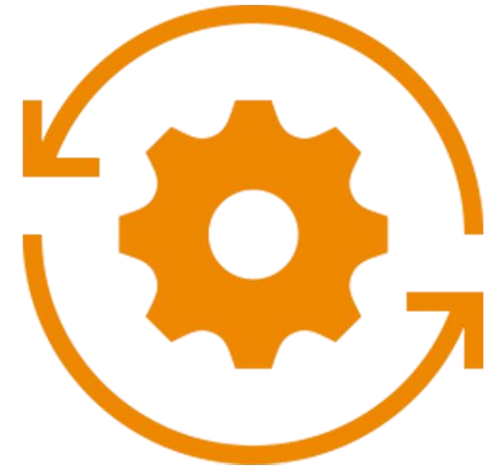
Loading an online transaction into a holding area for officer review

Low expectations

Often oversold

Rarely measured

Full Business Process automation



# Revenues – Govtech Business Process Automation



**Direct Debit**



Sole Occ Discount



**Household Moves**



Vacant Discount



Refunds



**Landlords**



**Discount Review**



Payment Arrangements



**Students**



Copy Bill



E-Billing



Exempt/Discounts





# Innovate - Be Unique

Hosted automation service.

API integration with R&B systems.

Manages end-to-end automation.

Intervention only where absolutely necessary

Interventions classed as HIGH, MEDIUM or LOW priority in DMS

Clear instruction to officer on the intervention required.

Records and reports automation.

10 years in the making.

Every Govtech customer is a reference site.





# Service Partnership



It's a relationship

Digital transformation is a journey  
One that's a lot easier working together

Service reviews to promote and adopt best practise and to optimise automation

Focused forums to identify new innovative solutions

Dedicated contact for future innovation



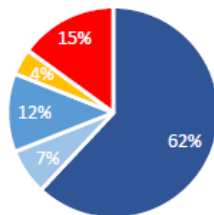
Hello,

Well, here we are into the summer, hopefully we have some good weather this year.

Here is your first report for the new Financial Year covering the statistics from 1st April 2023-30th June 2023.

As usual, any queries please don't hesitate to contact us. And if you have not booked a Service Review recently, please contact us to do so. Just a reminder that this a free service that Govtech provide for you with an aim to enable optimum use of your service.

#### TOTAL TRANSACTIONS PROCESSED



- ARCHIVE (COMPLETED)
- REVIEW (COMPLETED) LOW
- FOLLOW ON ACTION (COMPLETED) MEDIUM
- BUSINESS REFERRAL (INTERVENTION)
- INTERVENTION

#### TOP TRANSACTIONS PROCESSED FOR THE PERIOD

##### Direct Debits



4,424

##### Moves



4,149

##### Landlords



1,499

##### Sole Occupier



1,200

##### Students



187

##### Business rates



467

TOTAL AUTOMATED: **81%**

**13,594**

#### AUTOMATION LEADERBOARD: CHANGE OF ADDRESS AUTOMATION RATE

Authority	Rate
Kirklees Council	80%
Wolverhampton City Council	78%
Dudley Council	78%
Salford City Council	77%
South Ayrshire Council	76%
Doncaster Council	76%
Bradford Council	76%
York Council	75%
Bristol City Council	75%
Sandwell Council	75%
Islington Council	74%
Dumfries & Galloway Council	74%
Mansfield District Council	74%
<b>Cheshire East Council</b>	<b>73%</b>
North Herts Council	71%
Aberdeenshire Council	70%

#### HELPDESK CALLS:



7  
Received

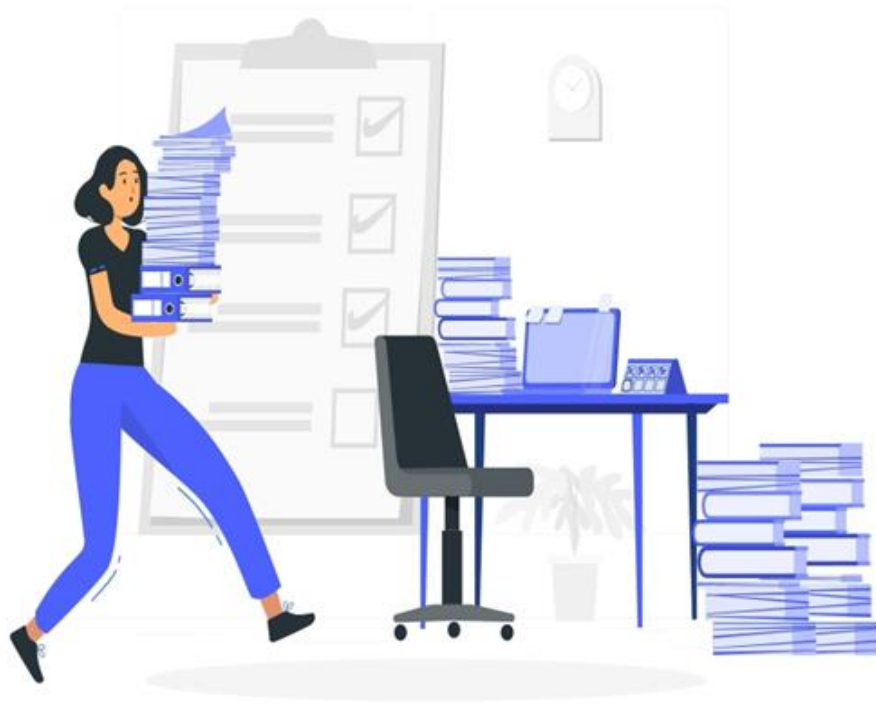
6  
Resolved

1  
Ongoing

[BOOK YOUR SERVICE REVIEW](#)



# Success stories – Salford



Process	Average number completed PPPH	Average Manual process time mins per item	Total Number of Transactions Per Annum	Total Hours
Direct Debits	12	5	24,273	2,023
Single Occupier Discount	6	10	5,288	881
Moves	4	15	44,676	11,169
Paperless Billing	12	5	29,849	2,487
Refund/Credits and Transfers	12	5	6,060	505
SPAs	6	10	2,589	432
SPDRs	15	4	1,133	76
Copy Bills	12	5	4,783	399
Student Discounts	4	15	6,537	1,634

Total Number of Transactions per Annum

125,188

Total Number of Hours Required to Process Manually

19,606 Hours

# Total time saved annually – 75% Automation





# Outcomes

Customer centric efficient service delivery

Freed up resource

Better use of time:

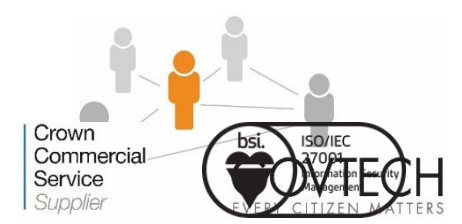
Supporting Citizens through early interventions  
Focusing on collection and aged debt reduction

Job enrichment





# GOpaperfree





# Question



Why in 2024 is there such little take-up in Council Tax paperless Billing?



# Paperless Billing made easy



Simple sign up

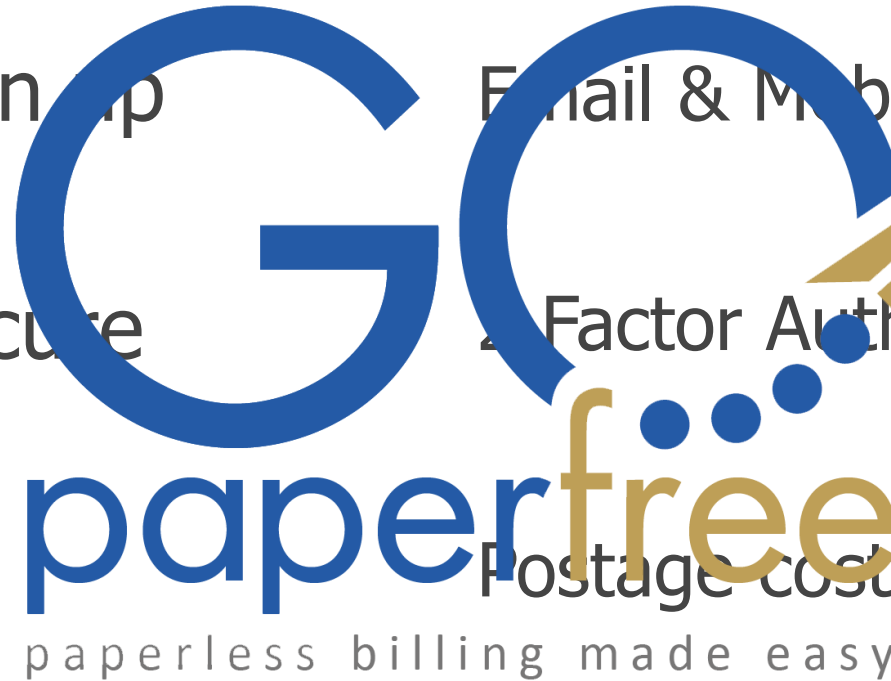
Email & Mobile Number

Safe & Secure

2 Factor Authentication

Savings

Postage costs < 50%





**webCAPTURE**  
DIGITAL PROCESS AUTOMATION

Questions?

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It's all here: [www.govtech.co.uk](http://www.govtech.co.uk)