



In
Partnership
with

LA Directories
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Revenues and Benefits Discussion Group

21 October 2024



Meet the panel

(not everyone is available every week)

- Naomi Armstrong, Benefits Cambridge City Council
- Laura Bessell, Benefits Manager, Oxford City Council
- Kirsty Brooksmith, London Borough of Hammersmith & Fulham
- Tom Clark, London Borough of Enfield
- Alex Clegg, Resolution Foundation
- Nicki Duckworth, EntitledTo, Marshalling
- Robert Fox, Charnwood Borough Council
- Malcolm Gardner, Visionary Network
- Paul Howarth, Independent Consultant
- Gareth Morgan, CEO Ferret Information Systems
- Sean O’Sullivan, Visionary Network
- Darren Smith, Liberata
- Kevin Stewart, Visionary Network
- Bob Wagstaff PSPS (Boston, South Holland, East Lindsey)
- Liz Whitehead-Davis, Hexagon Housing

Any comments made by panellists are their own personal views and do not necessarily reflect the positions of their organisations.



Discussion Points



London Borough of Enfield



Inflation and Benefits including Council tax



Pension Credit Take-Up Offers

- Many of you are feeling the pressure to run targeted Pension Credit campaigns. In partnership with InBest, we're making it easier and more efficient for local authorities to identify pension-age residents who are missing out on Pension Credits and Winter Fuel Payments.
- We're offering a **free data analysis** of your SHBE and/or CTR caseload to help identify those missing out on these benefits. With this offer, you'll get access to a web analytics platform that provides:
 - - Insights into the personal and financial circumstances of your residents.
 - - A snapshot of who is eligible for Pension Credits and those currently missing out.
 - - Detailed ward and street-level data to help target outreach efforts.
- This service is *completely free*. If you're interested, contact Manu at Inbest (manu@inbest.ai).
- This is a great example of how Visionary Network and our partners aim to deliver meaningful, effective services to benefit you and your citizens without focusing on profit or publicity. We have already done this for a number of councils and Laura and her team from Oxford Council shared with us how impressed they were with the service and the quick turnaround.
- <https://visionarynetwork.co.uk/2024/09/13/free-offer-to-identify-pension-age-residents-missing-out-on-pension-credit/>
- ENTITLEDTO are also offering their skills and support to assist in identifying underclaimed Pension Credit (<https://www.entitledto.co.uk/>)
- ASCENDANT SOLUTIONS are also offering a complete package including their award-winning apply4, the production of letters and follow-up. support@ascendantsol.co.uk

Design of Council Tax Reduction Schemes

Visionary Network, Ascendant Solutions, and Inbest collaborate with local authorities to design their Council Tax Reduction Scheme (CTRS).

Combining our extensive experience in Revenues & Benefits with our software and data analytics tools, we deliver customised designs, in-depth impact analysis, and enhanced communication of CTRS.

Our primary focus is ensuring financial stability for councils and safeguarding vulnerable households.



Planning to Design or Review Your CTRS for 2025/26?

Lets collaborate on your new CTRS! We're here to support you at every step, guaranteeing a seamless launch.

With our expertise and proprietary technology, we'll help you design a scheme that not only secures your council's financial stability but is also easy to administer and safeguards your vulnerable residents.



Book a call today!

Or email us:

support@ascendantsol.co.uk

info@inbest.ai

malcolm@visionarynetwork.co.uk



End

- Malcolm Gardner, Visionary Network Consultant
- 07946800171
mg@malcolmgardner.com
Book a meeting with Malcolm <https://bit.ly/VNMGTime>



Join the discussion

Each Monday lunchtime, a panel of professionals leads a discussion on revenue and benefits administration issues. The panel consists of council & housing officers, policy advisors, and analysts.

It is a free service that is well attended. Attendees make good contributions; everyone gets a chance to speak. Attendees includes senior managers, team leaders, suppliers, and support staff

You can join in the discussion during the week (and start some new ones) by joining our WhatsApp group: <https://bit.ly/3Qjrkqe>

Links to the recordings and the slide packs plus other relevant documents will be posted into both the WhatsApp group and in the Teams Channel and emailed to those who attended and subscribers to the group.

To sign up just email malcolm@visionarynetwork.co.uk with your name, organisation and email address. We are inclusive because sharing information and good practice is essential. You don't have to attend every session; recordings will be available.



Main Discussion Points



London Borough of Enfield

Who is Tom Clark?

Where is Enfield?

What is happening at Enfield?

Questions from the Panel & Questions from Tom



Impact of September Inflation on Benefits and State Pension

- **September CPI Inflation: 1.7%** (lower than the previous 6.7%).
- **Impact on Benefits:**
 - **Universal Credit** is expected to rise by 1.7% in April 2025.
 - **Single person under 25:** +£5.30/month to £317.
 - **Couple over 25:** +£10.50/month to £628.
 - Disability-related benefits, such as **Personal Independence Payment** and **Attendance Allowance**, will also rise by 1.7%.
 - The rise is **lower** than last April's increase, reflecting the lower inflation rate.
- **Impact on State Pension:**
 - Governed by the **triple lock**: highest of 2.5%, inflation, or earnings growth.
 - Earnings growth of **4.1%** triggers the increase.
 - **New State Pension:** Up to £230.30/week (a £473 annual increase).
 - **Old Basic State Pension:** Up to £176.45/week (a £361 annual increase).

Impact of September Inflation on Benefits and State Pension

- **Interest Rate Cuts Likely:**
 - Inflation is now below the Bank of England's **2% target**, paving the way for possible interest rate cuts in **November** and **December**.
 - **Lower rates** could reduce mortgage costs, easing pressure on homeowners and potentially stabilizing **rent increases**.
- **Budget Concerns:**
 - Chancellor Rachel Reeves' Budget on **30 October** will focus on raising **£40bn** through tax rises and spending cuts.
 - **Lower inflation** may reduce the government's benefits bill but could also lead to lower tax revenue due to fewer people crossing frozen tax thresholds.
 - Tensions remain around proposed **tax and welfare changes** and their impact on household finances.

Pension Credit Take-Up

- 1. Pinpoint Eligible Residents:** Identify and target those missing out on Pension Credits with precision using advanced data analysis.
- 2. Branded Benefits Calculator:** Offer a customized tool that makes it easy for residents to discover their eligible benefits.
- 3. Real-Time Campaign Tracking:** Monitor engagement and success with data-driven insights to maximize your campaign's impact.

In Partnership With



Finding the
right
information
has never been
easier with



The law and practice relating to Welfare Benefits is complex, detailed, open to interpretation and endlessly dynamic

LA Directories Ltd is here to help professionals across England, Wales, Scotland and Northern Ireland correctly and efficiently identify and understand the ever-changing law and guidance that governs the calculation of entitlement to Housing Benefit, Rates (Northern Ireland), Universal Credit, Council Tax Reduction and Discretionary Housing Payment.

LA Directories Ltd takes the law and guidance relating to Housing Benefit, Rates, Universal Credit, Council Tax Reduction and Discretionary Housing Payment then interprets and consolidates it into three product ranges...

- The Benefits Directory a web-based knowledge management solution
- The Training Directory provision of open and in-house training courses at all levels
- Consultancy services

Local authorities across England, Wales and Scotland are using our services as well as the Northern Ireland Housing Executive.

E-mail services.enquiries@ladirectories.com

Peter Davis, Marketing & Account Management

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M: 07807 009 959

Ferret Information Systems Ltd



Ferret Information Systems was established in 1987 and is the largest company in Europe in the field of law dealing with welfare benefits and similar areas of determinative, compliance, and regulatory law.



our training services:

Ferret is well placed to provide training services and its team of specialists have wide experience of benefits and housing grant legislation. We also provide consultancy to organisations, companies and government on the impact of legislative and policy changes.



our products:

Ferret produces a wide variety of systems, designed to provide support tools for advice workers, and also to provide information and advice directly to the public. Ferret specialises in a holistic assessment of financial circumstances relating to welfare benefits and tax credits entitlement, coupled with software development methodology which offers a high level of flexibility and rapid updating to reflect rule changes.



our platforms:

Systems supported include network, desktop, laptop, mobile devices, Internet and Intranet systems, and a public access system in multi-lingual, multi-media form for touch screen kiosks and public access PC's.



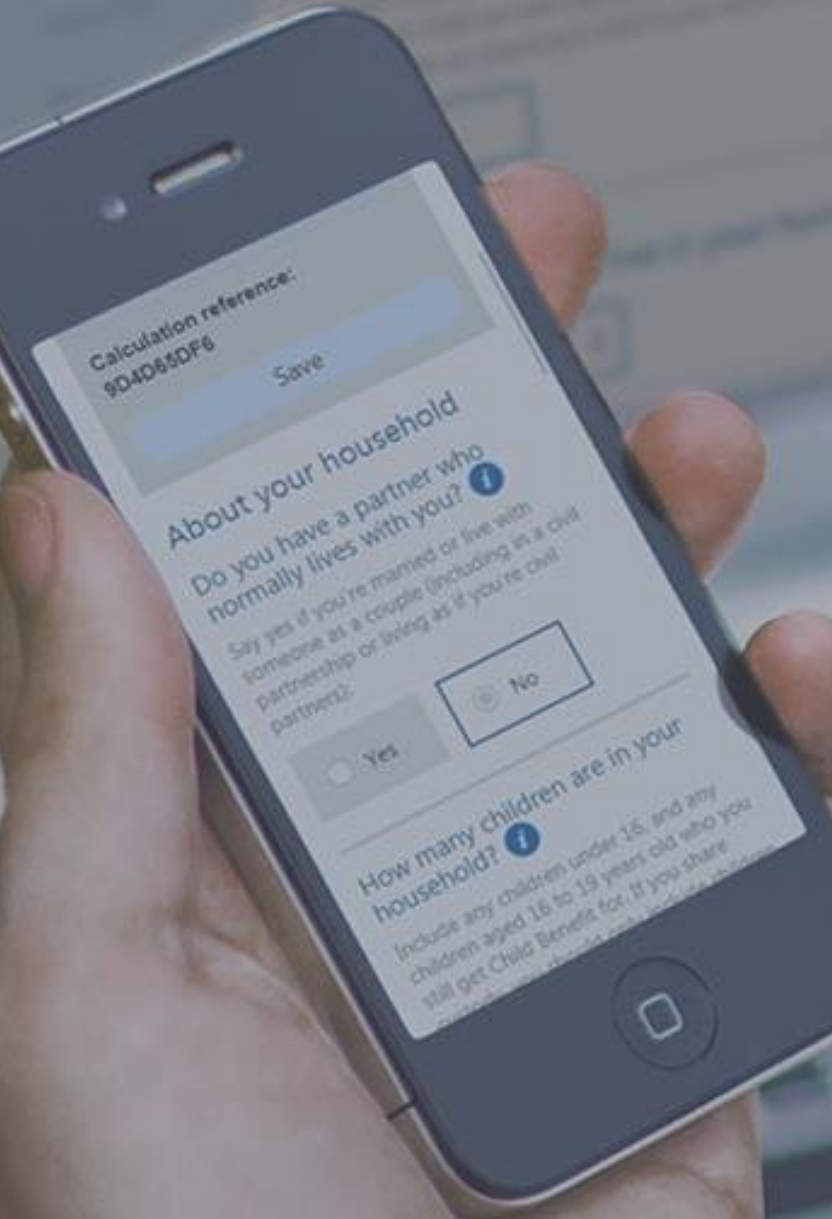
our customers:

Users of Ferret systems include government departments, local authorities, housing associations, CABx, HIA's and other advice agencies, universities, social welfare organisations, libraries, solicitors and financial advisers.

<https://www.ferret.co.uk/>

entitledto

independent | accurate | reliable



Our mission is to help everyone to access the benefits they're entitled to.

Since 2000 we have used our in-depth knowledge of the UK's social security system to build a range of authoritative and accurate calculators to help you and your clients understand their legitimate benefits entitlement.

Our tools are designed to be quick, simple and easy to use, so your staff and clients feel empowered to deal with the benefits system with confidence.

In response to evolving business needs and ongoing local and national policy changes, we will continue to work with and for our clients to develop new features and functionality.

Our goal is to assist your teams in adapting to legislative changes and welfare reform so you can help more people find out what benefits they are entitled to, thereby improving their circumstances and those of their families.



Ascendant Solutions
data management

Barnet Council has become the first local authority to launch the Ascendant apply4.online application form, designed to support residents with the rise in cost of living.

The InBest benefits calculator has been integrated into Ascendant's apply4.online support application, to make it easier for people who are experiencing financial difficulties to find out what support is available to them.

It includes information on benefits such as Universal Credit, Pensions Credit, Attendance Allowance and Personal Independence Payment, as well as local financial support initiatives including council tax support and the residents support fund.

Barnet Council Leader, Cllr Barry Rawlings said: "The cost-of-living crisis is affecting us all, and we want to ensure Barnet residents know what financial support is available to them and how they can access these services.

"It is very positive to see Barnet is the first local authority to launch this free tool, and we hope to see many other local councils doing the same to help their residents."

To find out what financial support is available to help with the cost-of-living visit [Barnet Council Benefits Calculator](#)



Apply4.Online®



In the news

Newham Council Receives Lowest Housing Grade from Regulator



- **Regulator of Social Housing (RSH) C4 Grading:**
 - **First council** to receive the **lowest C4 grade** due to serious failings in housing services.
 - **Proactive inspections** introduced in April 2024 led to the identification of issues in Newham's council housing.
- **Key Issues Identified:**
 - **9,000 overdue fire safety actions**, with over 4,000 classified as high risk and overdue for more than 12 months.
 - **40% of homes** lacked an electrical safety test for over **11 years**.
 - Missing smoke and carbon monoxide alarm checks.
 - **60% of homes** without a stock condition survey in the past five years.
 - **20% of homes** did not meet the **Decent Homes Standard**.
 - **5,400 open repairs**, nearly half overdue.
 - Limited opportunities for **tenant influence and scrutiny** of policies and services.

Newham Council Receives Lowest Housing Grade from Regulator



- **Regulator's Concerns:**
 - Critical failings pose an **unacceptable risk to tenant safety** and well-being.
 - Lack of accountability: Newham failed to **self-refer** key issues to the Regulator.
 - RSH is engaging **intensively** with Newham to address the issues, without immediate enforcement action but keeping it under review.
- **Council's Response:**
 - Newham accepted all recommendations and **apologized to tenants**.
 - **Improvement program underway** focusing on resident safety and addressing key failings.
 - Cllr Shaban Mohammed emphasized safety as a **top priority** and acknowledged the need for faster progress.
- **Broader Context:**
 - **12 local authorities** have received C3 grades for serious failings since April.
 - Similar issues were identified in other councils, like **Harlow** and **Castle Point**, highlighting systemic challenges in housing management and accountability.

Regulator Warns of Rising Viability Risks for Social Landlords

Key Warning:

- The **Regulator of Social Housing (RSH)** highlighted worsening **viability risks** for some social landlords due to limited **financial headroom**.
- Increasing risk of **governance failures** leading to financial distress.

Sector Challenges:

- Social landlords are under pressure to deliver **more and better homes** amid **higher borrowing costs**.
- Competing priorities include:
 - **Building safety works**, such as addressing **cladding issues** on high-rise buildings.
 - Tackling **damp and mould**, which now represents half of the severe maladministration cases reviewed by the Housing Ombudsman.

Regulator Warns of Rising Viability Risks for Social Landlords

Ongoing Financial Pressures:

- Urban areas, especially **London**, face acute financial strain due to the need for significant building safety investments.
- Social housing is undergoing a **long-term shift**, characterized by:
 - **Higher borrowing costs.**
 - An ongoing need to **maintain and invest** in existing homes while building new ones.

Key Figures and Insights:

- First time since 2009 that the **cost of servicing debt** for private registered providers (PRPs) exceeded net earnings.
- Sector-wide **interest cover forecast** over the next five years stands at just **111%**.

Regulator's Recommendations:

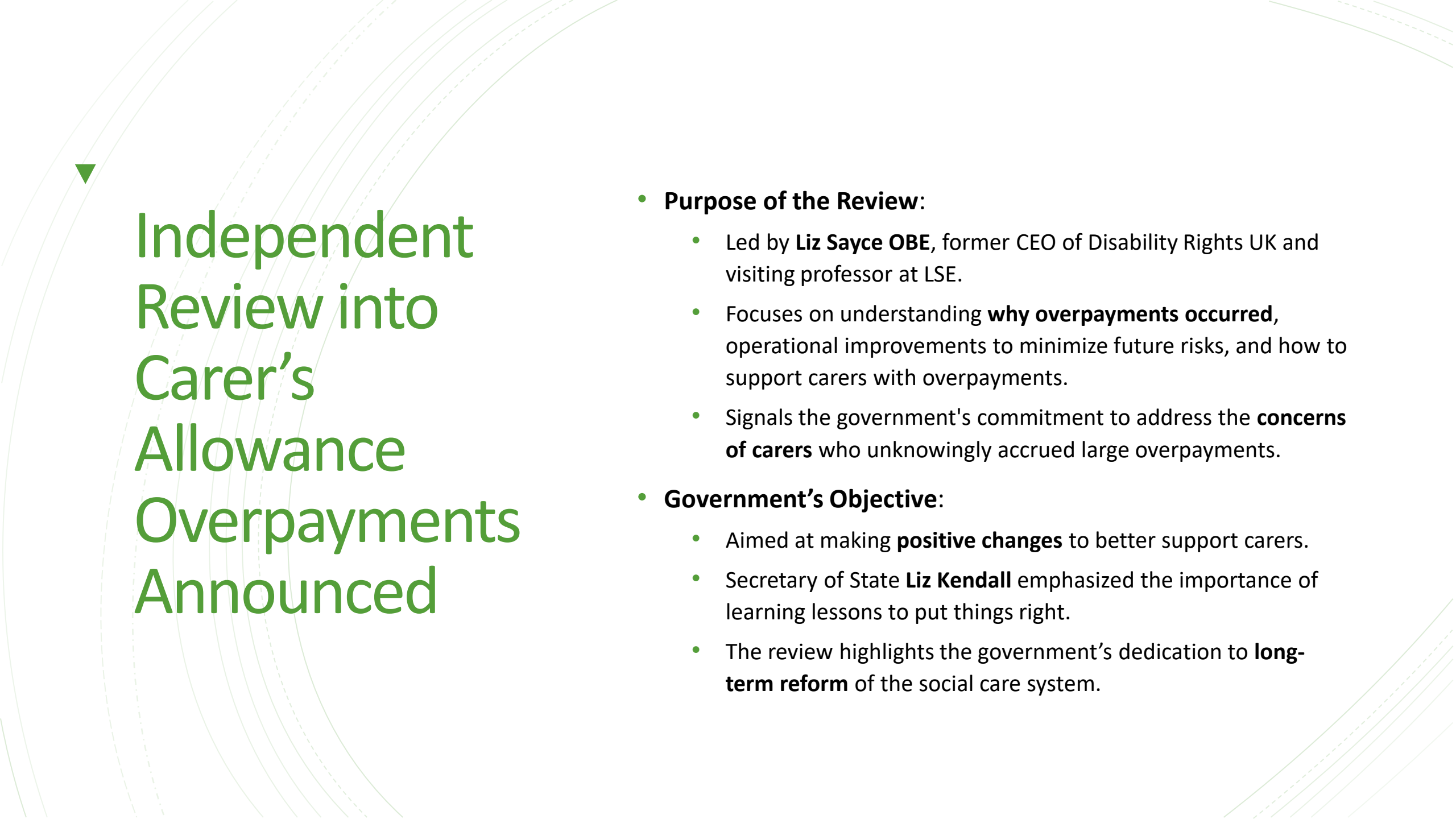
- **Robust governance systems** and **clarity of purpose** are essential for landlords to navigate these challenges.
- Emphasis on running operations efficiently to mitigate risks and maintain **financial viability**.

Wirral Council SEND Team Strike: Key Issues and Actions

- **Strike Overview:**
 - **National Education Union (NEU) members** of Wirral Council's SEND team began a **three-week strike** over workload and pay on **16 October**.
 - Main concerns: **Proposed pay cuts** and “**unmanageable workloads**”.
 - Planned additional walkouts: **22, 24, 29, 30, and 31 October**.
- **Union's Position:**
 - NEU urges Wirral Council to engage in **meaningful dialogue** to resolve disputes.
 - NEU regional officer emphasized the action was necessary due to ongoing issues impacting both staff and children's support services.


Wirral Council SEND Team Strike: Key Issues and Actions

- **Council's Position:**
 - Wirral Council stated that it is committed to improving SEND provision and **putting children and families first**.
 - **Restructure and Investment:** Council implementing a restructure within the SEND team, part of a **£1.1m investment this year** and **£2.8m next year**.
 - Aimed at **addressing workload issues** and improving support through **recruitment of additional staff**.
- **Dispute Specifics:**
 - Council noted that the action is limited to one union with a **small membership** and is primarily due to a request for further **pay protection assurances** related to the restructuring.
 - Agreement has been reached with **UNISON**, and the council is confident that the impact on SEND services will be minimal.



Independent Review into Carer's Allowance Overpayments Announced

- **Purpose of the Review:**
 - Led by **Liz Sayce OBE**, former CEO of Disability Rights UK and visiting professor at LSE.
 - Focuses on understanding **why overpayments occurred**, operational improvements to minimize future risks, and how to support carers with overpayments.
 - Signals the government's commitment to address the **concerns of carers** who unknowingly accrued large overpayments.
- **Government's Objective:**
 - Aimed at making **positive changes** to better support carers.
 - Secretary of State **Liz Kendall** emphasized the importance of learning lessons to put things right.
 - The review highlights the government's dedication to **long-term reform** of the social care system.



Independent Review into Carer's Allowance Overpayments Announced

- **Carers' Challenges:**
 - Some carers exceeded the **earnings limit** of **£151/week** unknowingly, leading to significant overpayments.
 - Work and Pensions Select Committee findings in the last Parliament indicated that overpayments were often accrued **inadvertently**.
- **Review Leader's Statement:**
 - Liz Sayce expressed commitment to identify how overpayments occurred and recommend measures to **prevent similar issues** in the future.
- **Future Goals:**
 - Government's plan for a **sustainable National Care Service** as part of long-term social care reform.
 - A collaborative approach with **unpaid carers, sector partners, and carer organizations** to improve support for carers and those they care for.
- **Next Steps:**
 - Full terms of reference for the review will be published, and further details about the timeline will be shared soon.


CIPFA Project on Prevention Spending in Local Government

- **Project Overview:**
 - Launched by **CIPFA**, supported by the **Health Foundation**.
 - Aims to measure and map **local authority spending on prevention** to create a framework for **long-term investment strategies**.
 - Initial participants: **London Borough of Merton**, with **Three Rivers, West Berkshire**, and **Wigan Councils** set to join in early 2025.
- **Focus Areas of Prevention:**
 - Beyond health and social care to include **quality housing, education, jobs, transportation, clean air, and strong social connections**.
 - A twin-track approach to balance **investment in acute services** and **long-term prevention** for community resilience and public wellbeing.

CIPFA Project on Prevention Spending in Local Government

Goals and Potential Impact of the Project

- **Key Objectives:**
 - Develop a **methodology** to quantify local authorities' preventative spending and help policymakers **prioritize prevention strategies**.
 - Aligns with Lord Darzi's recommendations to address **wider determinants of health** through investments in public services.
- **Statements from Leaders:**
 - **Owen Mapley**, CIPFA Chief Executive: Emphasized the need for a **preventative state** focused on long-term community health.
 - **David Finch**, Health Foundation: Cited the stalling **life expectancy** and widening inequalities, stressing the importance of local-level prevention efforts.
- **Merton's Ambition:**
 - Councillor **Peter McCabe**: Merton's mission is to become **London's Borough of Sport**, promoting **healthy and active lifestyles**.
- **Future Involvement:**
 - The project remains open for additional councils to join, with a goal to foster **sound public financial management** and **resilient communities**.



Possible Budget Plans: Tax Thresholds and Inheritance Tax

- **Income Tax Threshold Freeze Extension:**
 - Planned extension beyond **2028 to 2030** affects the freeze on income tax thresholds.
 - Estimated to pull **400,000** more into the **basic rate** and **600,000** into the **higher/additional rates** by the Institute for Fiscal Studies (IFS).
 - For the first time, the **full state pension** will exceed the personal allowance, subjecting it to income tax.
- **Impact and Opposition:**
 - Move raises **£7 billion a year**, equivalent to a **1p increase** in the basic rate of income tax.
 - Critics, claim this breaks Labour's manifesto promise not to raise taxes on working people.
 - Reeves previously acknowledged that freezing tax thresholds equates to a tax hike, describing it as the government "picking the pockets" of working people.

Quote of the Week

"A person doesn't know how much he has to be thankful for until he has to pay taxes on it." ~ Ann Landers

Ann Landers, born Esther Pauline Friedman, was an influential American advice columnist known for her straightforward, empathetic, and candid responses to readers' personal problems in her nationally syndicated column. Her guidance and wit made her a trusted voice on topics ranging from relationships to social issues for nearly half a century.





Legal Issues of Note

Judicial Review Threat Over 'Fire and Rehire' at Worcestershire County Council

- **Background:**
 - **Worcestershire County Council** has faced backlash after dismissing **143 staff members** from their 37-hour contracts, with an offer to rehire them on 35-hour contracts.
 - This decision forms part of the council's **2024/25 budget** strategy focused on **workforce savings**.
- **Staff Concerns:**
 - Approximately **30 staff members** issued a **letter before claim** threatening a judicial review, claiming the decision was **unlawful, in bad faith, and procedurally unfair**.
 - The changes lead to a reduction in weekly hours and a corresponding **cut in overall pay** for rehired staff.

Judicial Review Threat Over 'Fire and Rehire' at Worcestershire County Council

- **Council's Position:**
 - Worcestershire Council launched a **consultation in December 2023** and claims to have followed **ACAS best practices** for dismissal and re-engagement.
 - The move was approved by **full council** and authorized by the **Chief Executive** after consultation.
 - The council emphasized ongoing dialogue with affected staff and **trade unions** throughout the process.
- **Legal Context:**
 - The staff's threat of judicial review suggests potential challenges over **procedural fairness** and adherence to employment law.
 - The council confirmed it had received and **responded to the legal letter**, but the outcome of any legal proceedings remains uncertain.
- **Broader Implications:**
 - Highlights ongoing tensions between **cost-cutting measures** in local government and **employee rights**, setting a precedent for similar disputes in other councils facing financial pressures.



Job Adverts From Business Smart Solutions

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SOLUTIONS LTD

Your Revenues and Benefits Recruitment Partner





We've teamed up with
JUST ONE Tree to plant
❖ 1000 TREES



The Team



BEN MORETON
Chief Executive Officer



MARK THOMAS
Operations



ROBERT FOX
Business Development
Manager



SADIE ANSELL
Finance Administrator



"BSS has provided us with excellent support since 2022. The range of expertise they have on their books is second to none, and they are without doubt my first choice when looking for staff.

What I particularly like is how well they support everyone, and they really look after their people, which is unlike any other agency I have worked with

Congratulations to Ben and the team !" #TeamBSS Client - Simon Rosser





Revenues Recovery Officer (Civica Open Revenues)

until 31st December 2024 | £25ph (umbrella) | Essex

The temporary Revenues Officer will be working within the Council Tax Recovery team, predominantly taking all incoming recovery calls from Council Tax charge payers, taking payments

The ideal candidate will need experience working within a busy Council Tax Recovery department and advanced use of Civica Open Revenues.



What we're looking for

We're looking for candidates who have these main

- Demonstrable experience of working in a recovery section or in a similar environment dealing with the collection of various debt types
- A good working knowledge of Council Tax and NNDR law and procedures
- Experience of customer/public contact demonstrating
- Experience of using office information systems, specifically Civica Open Revenues

To find out more or to apply
>> [Click here to visit the full advert](#)



Council Tax Officer (Academy)

12 weeks initially | £27ph (umbrella) | Remote

We are seeking a Revenues/Council Tax Officer (billing & recovery) on a contract basis.

Assignment length is expected to be in the region of 12 weeks, and will be on a fully remote basis. Equipment will be couriered.

Are you a skilled Revenues Officer and Capita One (Academy) user, seeking a remote contract, this may be the position for you!




What we're looking for

We're looking for candidates who have these main

- A minimum of 5 years Revenues/Council Tax experience
- 2 years Capita One (Academy) experience

To find out more or to apply
>> [Click here to visit the full advert](#)



Council Tax Officer (NEC)

Until 31/03/2025 | £26ph (umbrella) | Remote

Our good client in the South-West is seeking an experienced Council Tax Billing Officer. This is a remote role with no phone duties.

Key tasks include:

- Processing Changes of Address
- Awarding discounts, exemptions, and reliefs
- Setting up Direct Debits
- Making payment arrangements
- Transferring Credits & Debits
- Issuing duplicate bills
- Dealing with Council Tax queries by letter / email
- Small balance write-offs
- Any other Council Tax billing duty

To start immediately - equipment will be provided and
the South-West



What we're looking for

We're looking for candidates who have these main

- At least 5 years' experience as a Council Tax Billing Officer
- At least 2 years recent experience using NEC/Northgate R&B processing system

To find out more or to apply
>> [Click here to visit the full advert](#)



Business Rates Officer (NEC)

Until 17/01/2025 | £26.79ph (umbrella) | Remote

To process and administer customer applications and records relating to Business Rates (billing & recovery) to ensure that customers receive the right outcomes.

This role will support the process by undertaking calculations and more straightforward assessments, making decisions within a framework with regards to eligibility, assessment, payments, and liabilities.



What we're looking for

We're looking for candidates who have these main

- At least 3 years Business Rates/NDR experience
- At least 3 years NEC(Northgate) systems experience

To find out more or to apply
>> [Click here to visit the full advert](#)



Business Rates Officer (Civica Open Revenues)

3 Months Rolling | £27.23ph (umbrella) | Remote

Term: Placement will initially be for a period of three months, to be reviewed every three months.

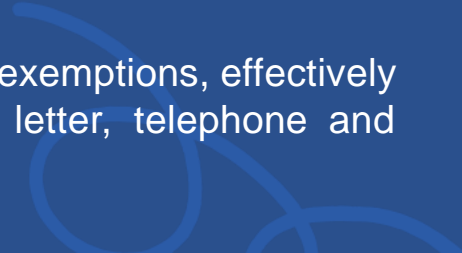
hours between 9:00am to 5:00pm

We have an opportunity for a Business Rates Officer to join our Rates team within our client's Income & Debt department.

The successful candidate will work as part the back-office team and be responsible for the administration of Business Rates accounts in line with current legislation, ensuring all necessary

They will primarily undertake proactive work to improve

processing applications for reliefs and exemptions, effectively responding to enquiries received by letter, telephone and electronically.



What we're looking for

We're looking for candidates who have these main

- At least 3 years Business Rates/NDR experience
- At least 3 years Civica Open Revenues systems experience

To find out more or to apply
>> [Click here to visit the full advert](#)



"Best decision I've made in years was to join BSS. Ben has been fantastic at every stage, and is already putting me forward for more senior roles where I had struggled to do so in permanent roles for the



Very personal approach from day one, reassuring and highly knowledgeable! Would highly recommend for anyone wanting to progress their career or just looking for a change!" #TeamBSS - *Sam Goddard*





Payroll Solutions



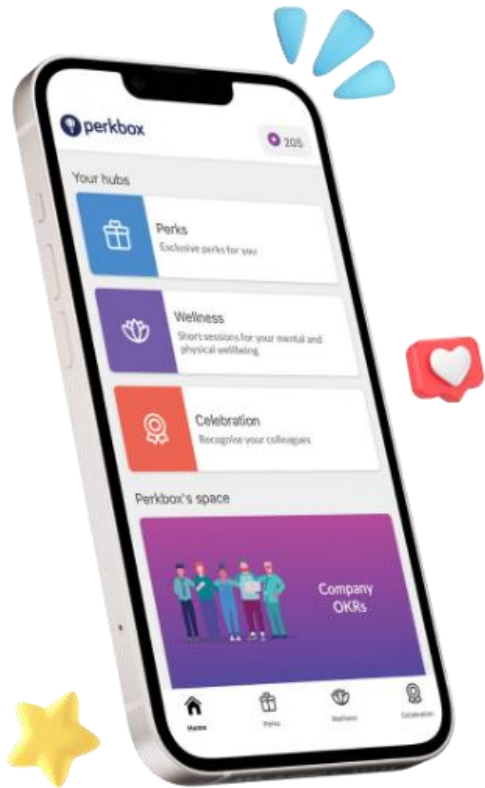
At BSS, we are dedicated to simplifying your contractor journey by providing you with efficient, tailored payroll solutions.

Our partnership with Umbrella.co.uk solidifies our pay, get paid on time and keep things stress free.

Umbrella.co.uk is one of the UK's leading umbrella companies.

Managed by qualified accountants and being FCSA accredited, it assures you of its high standards.

Perkbox



In a world that's continuously evolving, it's crucial to foster an environment where every team member feels valued and connected. We've teamed up with Perkbox to ensure that, whether you're working from the comfort of your home or in the office, you have access to a comprehensive suite of benefits that improve your work-life

From recognising accomplishments to maintaining health, we're committed to making all our employees feel appreciated and part of our wider team.

- Access hundreds of global and local perks online 24/7
- Enjoy free monthly lifestyle perks and year-round shopping discounts from your favourite brands
- Utilise comprehensive wellness resources including workout videos and a confidential mental health helpline
- Celebrate and recognise your colleagues through the Celebration Hub
- Stay informed and connected through the Culture Hub, your go-to place for all company-related updates.



Other Information

Are you looking to redesign your Council Tax reduction scheme?

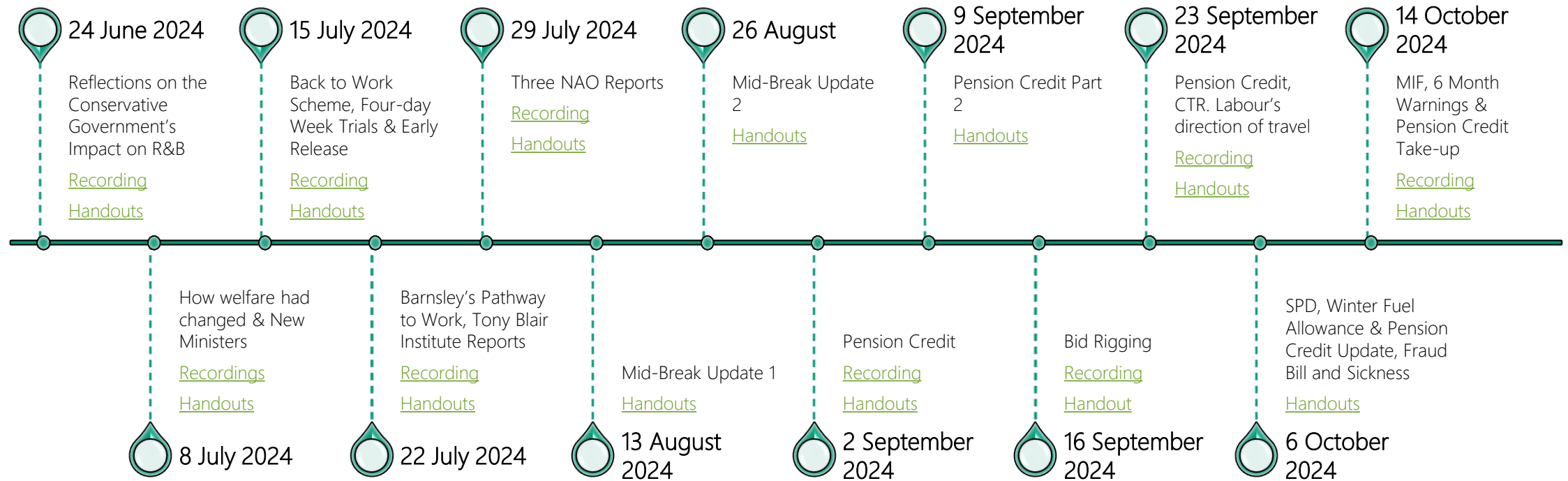
- | Robust Cost-Benefit Analysis
- | Comprehensive Impact Analysis of Council Tax Support & Arrears
- | Simple Scheme in Plain English
- | King's Award-Winning Online Application Forms

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visionarynetwork.co.uk

Previous Recordings



Dates where
there will be
no sessions

XMas Break

2 Dec. 2024

Xmas Break

16 Dec.
2024

Xmas Break

30 Dec.
2024

9 Dec. 2024

Xmas Break

23 Dec.
2024

Xmas Break



Blogs

Thoughts from the panel

Visionary Network Blogs

Why Removing the Single Person Discount (SPD) Could Be a Positive Move

<https://visionarynetwork.co.uk/2024/09/19/why-removing-the-single-person-discount-spd-could-be-a-positive-move/>

The Impending End of the Household Support Fund: A Crisis for Families on Low Incomes and Local Economies

<https://visionarynetwork.co.uk/2024/08/19/the-impending-end-of-the-household-support-fund-a-crisis-for-families-on-low-incomes-and-local-economies/>

Lessons for Revenue and Benefits Services on the Use of Data: Insights from the National Data Guardian's Warning

<https://visionarynetwork.co.uk/2024/08/19/lessons-for-revenue-and-benefits-services-on-the-use-of-data-insights-from-the-national-data-guardians-warning/>

Economic Challenges and AI Opportunities for Local Government By Malcolm Gardner


<https://visionarynetwork.co.uk/2024/07/22/economic-challenges-and-ai-opportunities-for-local-government/>

Reforming Council Tax Reduction Schemes by Paul Howarth

<https://visionarynetwork.co.uk/2023/11/10/reforming-council-tax-reduction-schemes/>



Benefits in the Future Blogs



Benefits in the Future

Benefits in the Future

- AI – The accurate answer to benefits information – Gareth Morgan
 - <https://benefitsinthefuture.com/ai-the-accurate-answer-to-benefits-information/>
- The government is continuing to be extremely generous...to itself? – NLW 2024
 - <https://benefitsinthefuture.com/the-government-is-continuing-to-be-extremely-generousto-itself-nlw-2024/>
- Mortgage help, for claimants with earnings, begins again in 2023 by Gareth Morgan:
 - <https://benefitsinthefuture.com/mortgage-help-for-claimants-with-earnings-begins-again-in-2023/>

EntitledTo Blogs

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- The Winter Fuel Payment debate illustrates long-standing policy conundrum by Phil Agulnik
 - <https://www.entitledto.co.uk/blog/2024/september/06/the-winter-fuel-payment-debate-illustrates-long-standing-policy-conundrum>
- How smoothly is the Move to UC campaign going? By Wendy Alcock & Phil Agulnik
 - <https://www.entitledto.co.uk/blog/2024/august/14/how-smoothly-is-the-move-to-uc-campaign-going>
- Council Tax Reduction schemes in England 2024/25 by Karen Holmes
 - <https://www.entitledto.co.uk/blog/2024/may/15/council-tax-reduction-schemes-in-england-202425>

Resolution Foundation Blogs

The growth mindset: Sizing up the Government's growth agenda by Emily Fry & Greg Thwaites

- <https://www.resolutionfoundation.org/publications/the-growth-mindset/>

A one-year holding policy on the minimum wage signals a shift of focus to employment rights by Nye Cominetti

- <https://www.resolutionfoundation.org/comment/minimum-wage-remit-2024/>

How to weigh up minimum wage manifesto promises by Gavin Kelly, Nye Cominetti & Helen Slaughter

- Money talks but the bite is what matters.
<https://www.resolutionfoundation.org/comment/how-to-weigh-up-minimum-wage-manifesto-promises/>

Institute of Fiscal Studies Blogs



- Options for increasing taxes By Isaac Delestrie
 - <https://ifs.org.uk/articles/options-increasing-taxes>
- The Pensions Review: Raising revenue from reforms to pensions taxation by Stuart Adam Isaac Delestre Carl Emmerson Helen Miller & David Sturrock
 - https://ifs.org.uk/articles/raising-revenue-reforms-pensions-taxation?mc_cid=22e8f6b6ca&mc_eid=5135d816d0

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- We are independent and will draw on views, ideas and practices from any practitioner and/or organisation committed to public service.
- We encourage debate, and the fair exchange of ideas, viewpoints and philosophies.
- Any products we do produce will be for the betterment of society, public sector led and if costed will reflect our not-for-profit values.
- Our focus is on improving the knowledge, health, environment and lives of our citizens through better administration and access to services.

A nonprofit organisation is a type of organisation that is formed for a specific social or charitable purpose rather than for profit. Its primary goal is to serve the needs of a particular community, cause, or interest, and any profits or revenue generated are reinvested back into the organisation to further its mission, rather than being distributed as profits to owners or shareholders.