

Conwy County Borough Council makes significant savings through implementing Capita Mobile

Conwy County Borough Council went live in December 2008 with Capita's Mobile solution for the Capita Revenues and Benefits software system.

The background

Conwy CBC is situated in North Wales, with approximately 35% of the County Borough lying within Snowdonia National Park. The County Borough Council serves a total resident population of 111,800, 80% of whom are settled along the coastal strip in the larger towns of Abergele, Colwyn Bay and Llandudno.

Prior to the introduction of Capita Mobile for Capita Revenues and Benefits, the tasks of performing Council Tax, Business Rates and housing benefit inspections were laborious and manual involving paper, large lever arch files and duplicate paper entry. This had a clear impact on the number of financial and staffing resources required by the Authority.

The challenge

Each week, visiting officers would collect print outs from the IT team required for each visit and then sort these into a suitable order. Whilst out visiting, inspector's notes would be recorded on paper.

Following inspections, upon returning to Conwy CBC, officers would manually complete the visits in the Capita Revenues and Benefits system before passing the paper notes over to be scanned and indexed ready for the Council Tax team to review.

The process was resource intensive and involved a lot of duplication as Colin Lester-Jones, visiting officer explains:

"When we got back to the office we had to spend time marking inspections as complete in Capita Revenues and Benefits. Then all the paper work was scanned, indexed and passed to officers regardless as to whether there was a change, meaning the officers in the office spent time reviewing paperwork that just said that there was no change."

The solution

In order to improve efficiency, Conwy CBC decided to invest in Capita's Mobile solution for Capita Revenues and Benefits. The Mobile solution went live at Conwy CBC in December 2008.

Capita Mobile integrates with the Capita Revenues and Benefits system. This enables complete details of visits to be downloaded from the back office system, completed in the field with the back office system then updated with the results of a visit.

The introduction of Capita Mobile transformed the efficiency of the visiting process, as Colin explains:

“ My colleague and I have each saved about an hour and a half per day as we no longer have to manually input data into Capita Revenues and Benefits. We've also saved time on route planning. Conwy CBC covers a large geographical area so it's always been important to plan an efficient route. Now the integrated Microsoft MapPoint does that for us. ”



The benefits

It is not just visiting officers who have benefited; the introduction of Capita Mobile has had benefits for many staff.

"Firstly we've saved the computer suite time: they no longer have to print out our inspections, not only saving them time, but about 300-400 bits of paper a week, so a big benefit to the environment too. We've also saved our scanning and indexing team time as they no longer need to scan hundreds of inspection reports. Finally we've saved officers time as they are no longer reviewing inspection forms in the EDMS where there has been no change."

Nine months on, Conwy CBC has reviewed their return on investment. Eryl Rowlands, Head of Revenues and Benefits, explains:

"It's essential that we measure the impact of new software on our service. Based on our achievement so far we will save 120 days of staff time this year and I expect us to exceed that next year when we introduce further process improvements such as 3G and enable the officers to connect from home".

The time saved by officers has enabled Conwy CBC to take on other types of visits as Colin explains:

"We've now taken on the tracing of absconded debtors for Council Tax, Business Rates and sundry debts saving external bailiff costs."

Finally, Colin concludes:

“ I can't believe how we did it before!
Capita Mobile has certainly delivered significant efficiencies for us and been an extremely worthwhile project. ”

How Conwy CBC saved with Capita Mobile solution for Capita Revenues and Benefits:

- Increased the number of visits from 20-25 per day to 30-35
- Automated updating of Capita Revenues and Benefits from the tablet PC
- Eliminated the printing of paper visits
- Stopped scanning and indexing visit reports
- Saved time on route planning with Microsoft MapPoint.



If you would like to discover how your organisation can reduce time, resources and expenditure with the implementation of Capita's Mobile solutions, then please contact your Capita account manager or contact us at:

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