



## Revenues Bailiff Interface

Capita's Revenues Bailiff Interface streamlines the flow of information between a local authority and its bailiffs by allowing the Revenues and Bailiff's systems to exchange data more freely. The need to manually process data is removed making data held in both systems more accurate and up to date.

### Transferring data to bailiffs

Capita's Revenues Bailiff interface produces electronic files which provide a bailiff with all the information required to process a case including debtor names, outstanding balance and address information. The files are transferred to the bailiff who, with the appropriate import facility, can update their own debt management system. Amendments to cases that have already been sent to the bailiff, such as a change in outstanding balance or address, can also be transferred in this way.

This offers a number of significant advantages to the local authority.

- **Data integrity is maintained** – the data uploaded into the Bailiff Interface is as it left the Capita Revenues system. It is no longer possible for manual data entry to introduce errors, which are time consuming to resolve later.
- **Faster recovery** – the bailiff no longer needs to wait until they have entered the authority's data into their own system before they can begin processing the authority's work.
- **Reduced data exchange costs** – a reduction in manual data entry reduces costs for both parties. Cost savings gained by the bailiff may be passed on to the local authority
- **Bailiff system is always up to date** – information such as case amendments reaches the bailiff's system quicker. This reduces the chance of bailiffs attempting to recover debts which have already been paid or visiting old addresses.

### Data returned from the bailiffs

Details of work completed by the bailiff may be returned to the authority as an electronic file. This can be automatically processed in Capita Revenues with the next appropriate recovery stage defaulted. Data returned from the bailiff firm may utilise return codes which are different for those used by the authority. Capita Revenues is able to map these vary codes within an organisation system. This offers the authority the following benefits:

- **Improved efficiency** – there is no need to manually enter data returned from a bailiff into Capita Revenues, freeing up staff time for other activities.
- **Data integrity is maintained** – there is no manual processing which can introduce errors.
- **The authority system is more up to date** – the council has better visibility of debts that have been collected and its contact centre has up to date information so that it may handle queries effectively.

### Reconciliation

From time to time it is necessary to reconcile data held by the authority with that held by the bailiff. This ensures that debts the authority believes are being followed up by the bailiff actually are. Capita Revenues is able to produce a file which may be uploaded into the bailiff's system allowing them to undertake a cross reference. This helps ensure that the bailiff system and Capita Revenues are aligned at all times and identify any potential anomalies.

### Example cost savings

The example authority submits 2000 cases to its bailiff per annum. The following example illustrates the cost saving that could be achieved each year by implementing Capita's Revenues Bailiff Interface.

#### Assumptions

- Staff costs are £30,000 per annum (salary & overheads)
- It takes 10 minutes for both authority and bailiff staff to input data into their systems.
- Allowing for holidays and absence, staff work 215 days per annum.
- Allowing for lunch and breaks, staff work 6.5 hours per day.
- Data is transferred once between the authority and the bailiff and back again
- Data entered is 100% accurate.

Both the local authority and the bailiff each spend 51 man days per year, costing them each over £7000. By implementing Capita's Revenues Bailiff Interface these costs can be saved each year, and these staff reallocated to other tasks.

*"In the 2007/2008 financial year 6658 liability orders were returned from our bailiffs and needed manually updating in our system. Since purchasing the bailiff module all records are automatically updated. This not only saves time, but also ensures the removal of human error! The real value though is having the cases returned accurately and in good time, releasing staff to carry out more productive work."*

Dave Barrett, Council Tax Collection Manager, London Borough of Greenwich.