

## Council Tax

# Redirecting Services to Post Offices and PayPoints Moray Council

### Contact for Enquiries

James Taylor  
james.taylor@moray.gov.uk

## Summary and Background

This project sought to reduce the council's costs by closing cash collection offices and also sought to provide improved service by making use of cash collection facilities offered by the Post Office and by PayPoint.

## Intended Outcomes

We wanted to close our cash-collection offices and to direct the public to Post Offices and Pay Points.

## Actions and Approach

We took the following steps:

- identified the payments that were made at the existing cash offices
- we mapped the locations at which we accepted cash
- we mapped the locations at which there were Post Offices and Pay Points so that we could be sure that there were no major gaps on provision
- we provided information on our web-pages on the change, including a list of locations where payment could be made
- we moved full-time staff out of positions as cashiers, replacing them with temporary staff, and retrained them.

## Results

The results of these actions gave us comfort that we were providing a service which would continue to meet public needs. By redeploying staff we ensure that we did not place any permanent staff at risk of losing their jobs.

## How Do You Know It Worked?

We consider this project to have been a success because:

- our cash-collection costs are reduced as we no longer have to handle large volumes of cash
- we have been able to make better use of buildings as we no longer had to maintain cash offices

- there has been no fall-off in payments (indeed we did see a spike in payment by direct debit as some Council Taxpayers moved to this method of payment)
- we consider that we now provide a better service as payment can be made at a more locations and these locations have longer opening hours
- we did not have to make any full-time member of staff redundant.

---

## Obstacles and Issues

The only significant obstacle of note was internal opposition from some departments within the council which were resistant to the change.

Although a lot of work was done on handling monies received from the public, less attention was given to monies from internal customers and this sometimes was a source of stress.

---

## Learning

We felt that the work which was undertaken to ensure that everyone was fully aware of where payment could be made was valuable and helped to minimise disruption.

We should have taken more time to make preparations for dealing with monies received from internal customers.

We initially provided a plastic card to each Council Tax payer. This was expensive and it is now considered to have been an unnecessary expense. The appropriate barcode is added to each bill, reminder etc that is issued and that is now considered sufficient (and is also a lot less expensive).