



Bromsgrove
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REDDITCH BOROUGH COUNCIL



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Simon Bailey IRRV(Hons), Revenues and Benefits Consultant, ISCAS LTD worked with the joint Revenues and Benefits Management team for Bromsgrove District (BDC) and Redditch Borough Council's (RBC) to support our project to move to shared revenues and benefits software for the two Councils.

BDC and RBC have operated a shared delivery service since 2012, but had continue to operate on separate IT software which had reduced some of the operational benefits and cost savings that could be achieved through shared working.

It was agreed in early 2015 to upgrade the system in RBC, move BDC onto the systems used in RBC and then implement a shared platform to maximise the opportunities for consistent processes and procedures as well as reduce costs.

The project consisted of two phases. Firstly, to upgrade the software in RBC and implement a full conversion from the legacy system in use at BDC to the RBC system, followed by the move to a fully shared platform.

Resources did not permit the establishment of a stand alone project team to carry out the project, and the work was carried out within the team alongside the 'day job'. Simon was appointed to manage the project, working one or two days per week as demanded by the project plan depending on the critical factors at any given point in time.

Simon's experience within the Revenues and Benefits 'world' was a key factor in his appointment. He was able to manage the project with full understanding of the service need, the software, the interdependences and the other pressures on the service.

His calm and considered approach kept us on track, and he was able to suggest sensible alternative routes when necessary.

Simon supported all of the officers involved in the delivery of the project and he skilfully managed any tensions as milestones were looming.