

Case study

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**Shanaz Alam,
Benefits Manager**

Background

Bracknell Forest Borough Council is a Unitary Authority, situated in an area known as the 'Golden Triangle' between London, Crawley and Reading with a population of 115,000. The Council is committed to providing high quality services to its citizens through the use of innovative solutions to improve efficiency and effectiveness in the way services are delivered. The Council has recently received an 'excellent' rating for its Benefits Service from its CPA Assessment.

Implementation

In 2005, Bracknell Forest embarked on the implementation of Anite's Pericles Benefit System converting data from Anite's legacy HBIS system. RB Solutions were contracted initially for its Professional Services to assist with the implementation of the new system. This provided Bracknell with on site consultancy, training and floor walking services, which were utilised initially on the large data cleansing exercise Bracknell faced and testing interfaces, particularly the interface to Housing, which was causing Bracknell significant problems. Benefits Manager Shanaz Alam said 'The resources provided by RB Solutions contributed

significantly towards the successful implementation of this project.

Their efforts specifically in testing and resolving issues with our Housing Interface allowed us to proceed with this project'.

Remote processing

Although the system implementation was successful, Bracknell Forest suffered from a 6-week closedown period and were faced with an immediate backlog of New Claims and Changes in Circumstances. Prior to the data conversion exercise, Bracknell had processed all outstanding claims and change of circumstances and had been a top quartile performing authority. The Council had foreseen this problem and had already contracted to use RB Solutions' Remote Benefits Processing Service for an initial 2 month period. This service provided an initial period of on-site processing by highly trained and experienced staff which enabled the benefits processing to be tailor made to the requirements of the authority and to fit seamlessly with their existing procedures and policies. Thereafter, processing was carried out from the RB Solutions remote-processing centre in Ashton Under Lyne. Benefits Manager Shanaz Alam





“This is an example of how an Authority can utilise the wide range of services that RB Solutions offer, to assist with the successful implementation of their project.”

**Gavin Jones,
Sales & Marketing Director,
RB Solutions**

said 'I was impressed with both the quality and performance of the benefit staff provided. They were all extremely hard working and helped us clear the initial backlog. Having the staff initially onsite in Bracknell also gave us confidence in them for when they returned to their Ashton office. They certainly eased the pressure on my staff when we starting using Pericles'.

Quality and experience

Bracknell Forest BC, like any other authority have had their fair share of staff vacancies and their location, being close to London and all the major Motorway links means they are competing with many other authorities to recruit quality trained and experienced Benefits staff. RB Solutions have been able to continue their Remote Processing Service, which has enabled Bracknell Forest to avoid slipping back into a backlog position. In addition, RB Solutions have provided additional services, such as Quality Checking, processing Appeals and Backdating Requests. Benefits Manager Shanaz Alam said 'RB Solutions have provided quality and experienced staff whenever we have

asked them to and have continued to help make this system implementation a success'.

RB Solutions are a unique company that offers Business Improvement Solutions to the Revenue and Benefits environment. These proven solutions and based on the concept of providing flexible and quality driven services within a cost effective manner. The prime services being: -

- Remote Benefits Processing
- Business Process Re-Engineering
- Change Management
- Project Management
- Implementation and Consultancy
- Procedural Manual Production
- Training

In utilising our proven processes and procedures, we are able to assist Authorities to achieve their goal of becoming and maintaining the delivery of their service to a high level of performance.

For further information please call us on 0161 3317400 or email us at sales@rbsolutions.uk.com

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