

Case Study - Newark & Sherwood District Council

Online Procedure Manual

The Challenge

Phil Ward, Revenues & Benefits Manager at Newark & Sherwood District Council said:

'Although we had system manuals and a number of adhoc documented policies and procedures, the Revenues & Benefits Service had not consolidated nor documented the majority of the existing practices, or developed these into written policies. This issue was highlighted in our recent internal audit reports.

In addition, the Service recognised that a self-assessment training module could be used to identify specific training areas amongst staff, and could be used to develop staff.

We therefore decided to document existing practices and policies into a consolidated online procedures manual in respect of core systems and legislation for use by all Revenues and Benefits staff.

It was essential that the manual was not just a legislation guide, but was a product that reflects how we work, contains our documents and procedures and is designed around our requirements.

The Solution

Newark & Sherwood District Council selected Destin Solutions to undertake this work, as we considered that they provided:

- ◆ The best products on the market, with a substantial client base
- ◆ Consultants who understood our business and who have extensive experience in not only developing procedure manuals, but also in working in Revenues & Benefits
- ◆ A product that would be tailored to our specific requirements
- ◆ A manual for not just Benefits, but for Council Tax, NNDR, Sundry Debtors and Cashiers
- ◆ The ability to enable us to update the manual ourselves

In developing the on-line manual, Destin worked very closely with staff to ensure that the content accurately reflects the way we work. At all stages in the development they provided a 'work in progress' manual that enabled us to review the content and to monitor the progress of the project.

The Benefits

Phil Ward is in no doubt about the quality of Destin's work:

"The completed manual exceeds our expectations and more than meets our requirements. It now provides staff with access from their desktop to:

- ◆ Procedures for Benefits, Fraud, Council Tax, NNDR, Sundry Debtors and Cash Receipting.
- ◆ Core system training notes and user guidance
- ◆ Local policy documents
- ◆ Committee reports
- ◆ Relevant legislation, circulars and DWP guidance documents
- ◆ Knowledge Assessment tool to assist in training users.

I have no doubt that the manual and Knowledge Assessment Centre will provide staff with all the information they require, and that it will enable us to ensure that staff work in a consistent manner.'

"We did not want 'just another legislation guide' "