

# Optimising property inspections to maximise income

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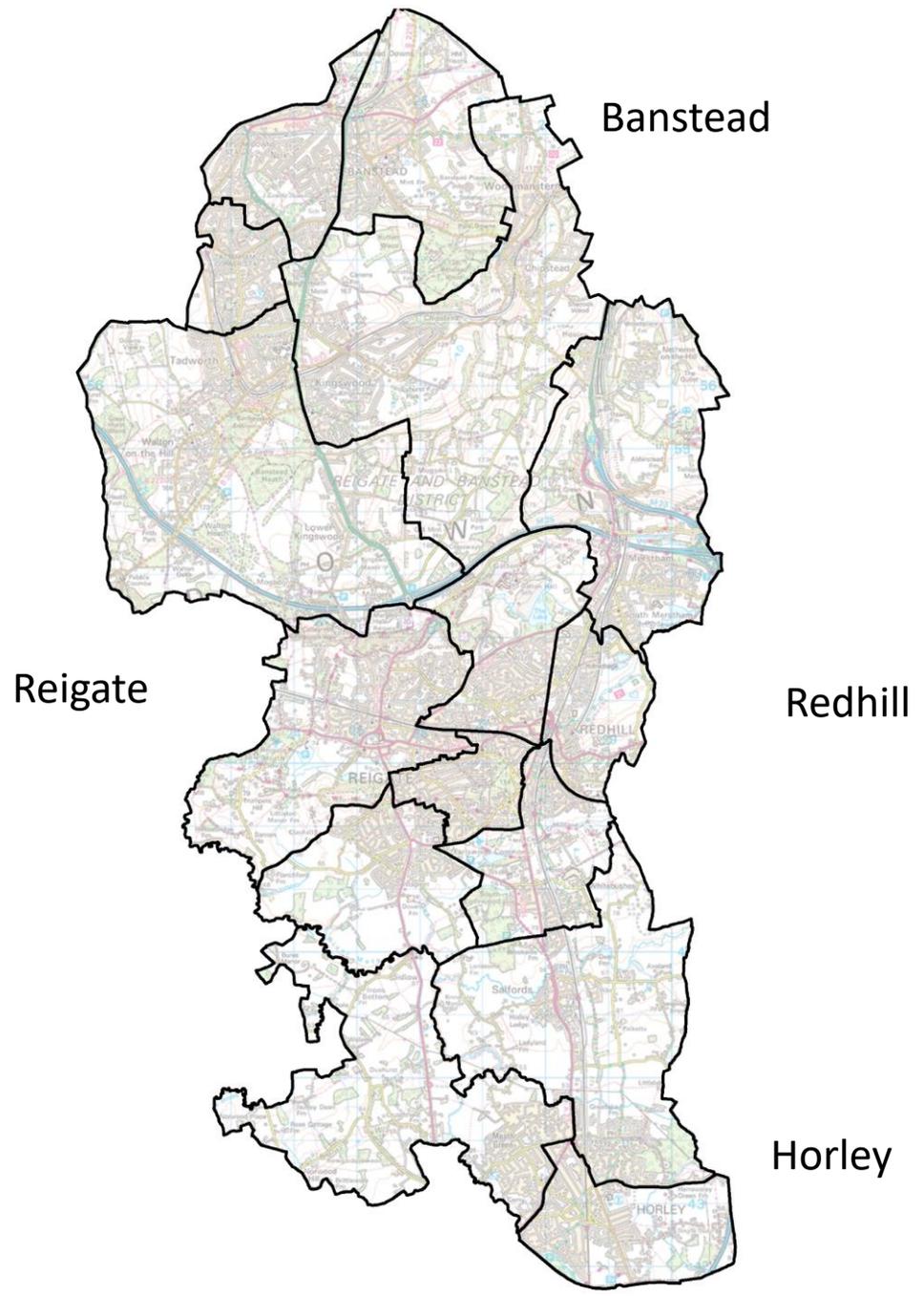
Reigate & Banstead  
BOROUGH COUNCIL  
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# Reigate & Banstead

Located in Surrey, Reigate & Banstead is set largely within the Green Belt and has much to offer its residents. The borough has overall population of around 146,000. It is a popular place to live, because of its proximity to London, Gatwick airport, the South Coast and its countryside. The borough also has great transport links, with direct trains to London and access to the M25 and M23 motorways.

18 miles



# Property base

- 61,684 domestic home for Council Tax – net £119.5m
- 3,770 businesses for Business Rates – net £53.9m
- 4 main towns, rural areas
- 49.8 sq mil
- Relatively large increase in residential dwellings – new builds and office conversions

# Previous inspection process

- Paper based records – inefficient, and no clear audit trail, or snapshot of what is outstanding
- Difficulty in planning ahead with workload and resources
- Extremely admin heavy, leading to a higher risk of error
- Result = risk of financial loss



# Interim solution at Reigate via 3<sup>rd</sup> party

- Inspectors armed with iPads
- Electronic forms for visits, but still top heavy on admin
- Each visit needed to be set up individually



# New solution - Aspire

- Revenues staff can request ad hoc visits via Aspire, add documents and photos
- Automatically generates a visit record for inspector which includes previous visit information
- Visit is carried out, and results are sent to the Revenues Officer and user groups
- Workflows set up to bring in efficiencies, quicker turn around times



# New developments

- Regular reports from Planning services
- New developments are set up in bulk, and event dates set for visit and re-visit for next stage
- When complete, Aspire notifies back office that the property can be set up on the Council Tax/NNDR system and Completion Notices issued
- Photos and all visits are stored as evidence, and can be used for appeals



# NNDR inspections

- Inspections carried out for new occupiers and vacations
- Evidence collected to support occupation including photos and statement
- Monitoring rate avoidance
- Recording information for the Valuation Office, and for any potential fraud investigation

# Reduction in costs and benefits

- Admin time has been cut by around 75%
- Inspectors spend more time out inspecting – all processes are accessible in the field and visits can be reallocated
- Monitors overdue inspections
- Empty homes reviews uploaded in bulk and allocated to inspectors
- Aspire can be adjusted to meet individual local authority needs



# Some of our results

- A total of around 5,000 visits completed using Aspire since March 2019
- In the summer of 2019 we completed just under 2,500 empty homes review, for 7 local authorities
- Significantly increased our Council Tax revenue

That's it from me

Any questions ?

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