

Maximising revenues through technology automation



Basildon Council

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Introduction to Basildon and Brentwood Revenues and Benefits Shared Service

Basildon

80,000 Council Tax dwellings

5,000 Non Domestic Rates hereditaments

Brentwood

35,000 Council Tax dwellings

2,500 Non Domestic Rates hereditaments





Nexus product

- How we use the product and information received

The screenshot shows a report titled "New Property Match Report" for Basildon Council. It includes the Nexus logo (by destin solutions Ltd) and the following details:

ADDRESS & POSTCODE	BASILDON COUNCIL
[REDACTED]	Report Date 15/09/2022
	Domestic Y/N Y
	Earliest Effective Date

CASE SUMMARY

NEXUS has identified a detached, self-contained annexe located at [REDACTED] that is not included on the banding list although the main property is included on the list as a Band B. The main property has been listed for sale by Temme English Estate Agents and details from the listing, including a floorplan, are shown below.

NEXUS PROPERTY LOCATOR

The locator image shows an aerial view of a residential street with several houses. Red dots are placed on the roofs of two houses to indicate the location of the identified property. House numbers 27A, 25, 23, and 21 are visible on the buildings.

The results

Basildon - 63 referrals from Nexus

- 30 properties brought in that weren't previously in list, of these 23 were annexes, 3 NNDR.
- 2 awaiting visits, 7 currently awaiting banding.
- £47,000 billed although 1 appealed VOA decision and revised removing £8,000 liability

Brentwood - 51 referrals from Nexus

- 17 properties brought in that weren't previously in list, of these 16 were annexes, 1 NNDR.
 - 3 awaiting visits, 5 currently awaiting banding.
 - £16,000 billed
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- Majority either paid in full, exempt or on an arrangement to repay. Only 1 account currently with enforcement agent





Aspire product

- Original Revenues and Benefits visiting process
- Aspire process - automation of visits

Implementing the Aspire product

- Business case and mini restructure has saved 2/3 of cost of Visiting Assistant post
- Advantages - savings to be achieved, easy to use, web based, real time information
- Final stages of using Aspire on a daily basis

Next steps...

- Continue to use Nexus for identifying properties and maintain close relationship with planning team to maximise revenue
- Maximise use of Aspire to achieve more effective inspections and ultimately more revenue
- Empty homes continues to be topical subject, Basildon will shortly be employing an Empty Homes Officer who will work closely with Revenues and Benefits, our visiting officers and the use of Aspire will be a crucial part of this

Any questions?

