

Cashiers Modernisation Strategy – Phase 1 Analysis.

1.0 Phase 1

- 1.1 In April 2012 Cabinet approved the closure of the cashiers’ window at the Barking Learning Centre (BLC), from Friday 1st June 2012 as part of the Cashiers modernisation Strategy.
- 1.2 An objective of the strategy is to create a more cost-effective service and one which provides alternative means of making payments for customers which does not require attendance at a council building. Specifically this means encouraging customers to pay bills by direct debit (the most cost efficient method of payment) whilst allowing a range of payment options such as phone payments and the use of AllPay/PayPoint cards at local shops and Post Offices close to their own home.

Direct Debits

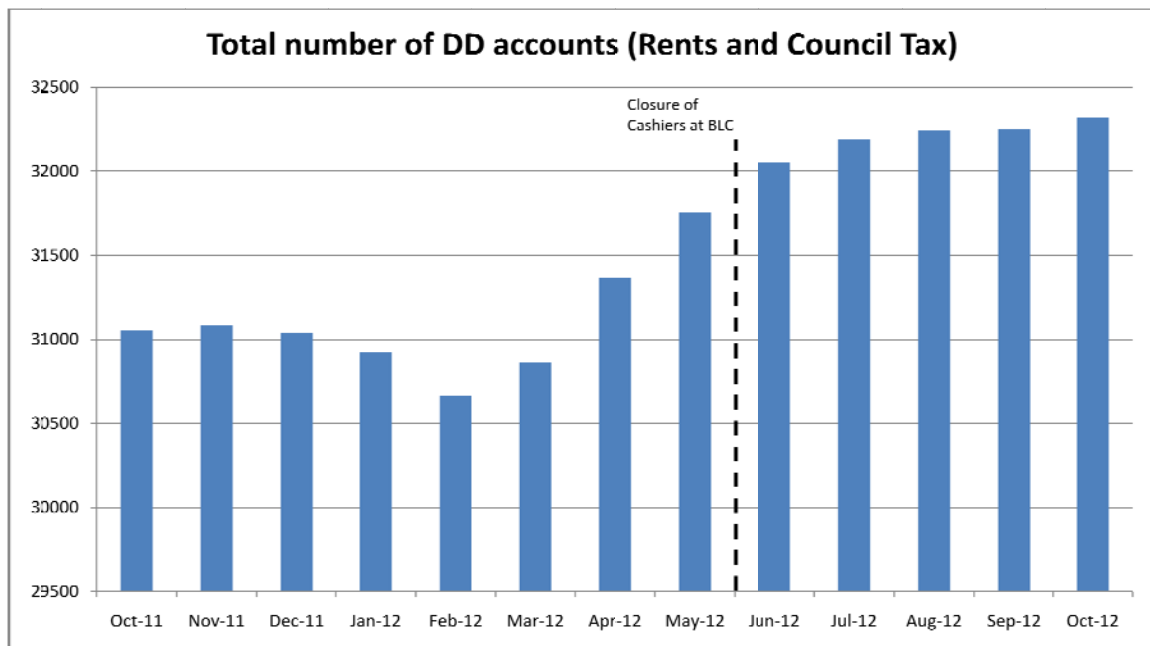


Fig 1

- 1.3 The total number of DD accounts for rents and Council Tax in October 2012 stands at 32,322. This is up 1,272 on the same period for the previous year.

SCAN COIN Machines

- 1.4 Usage statistics for the SCAN COIN machines at BLC and Dagenham Library & One Stop Shop (DLOSS) show that, taking into account the increase in DDs mentioned above, Phase 1 took place with no significant loss in the number of transactions that customers had been carrying out at the BLC and that they had not been 'frightened off' by the new technology. Service at the Civic Centre and DLOSS was unaffected by the closure at BLC.

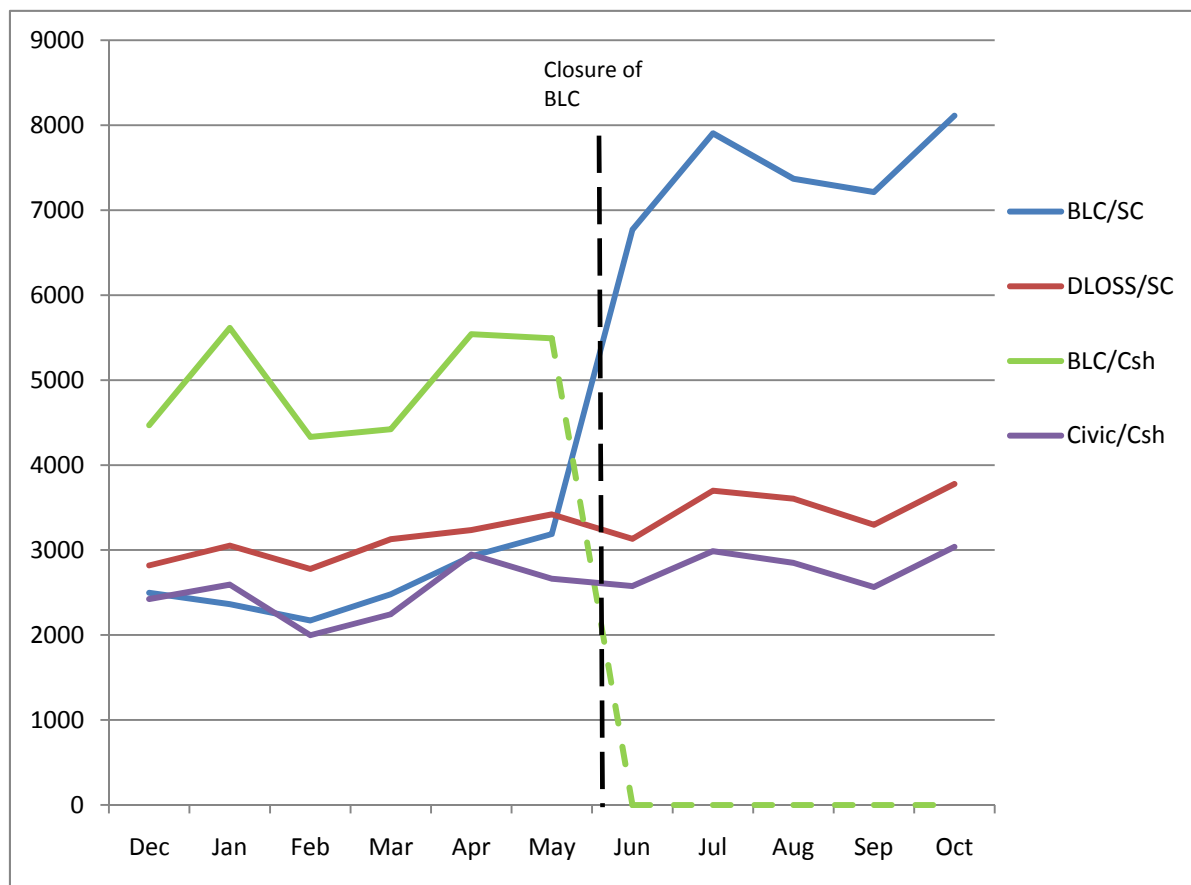


Fig 2

AllPay

- 1.5 The graph below (Fig 3) shows that there was small increase in average AllPay usage over the period analysed, however, a whole year's worth of figures is likely to show a fall based on this trend as February and March traditionally see a low level of transactions due to Council Tax being payable over 10 months.

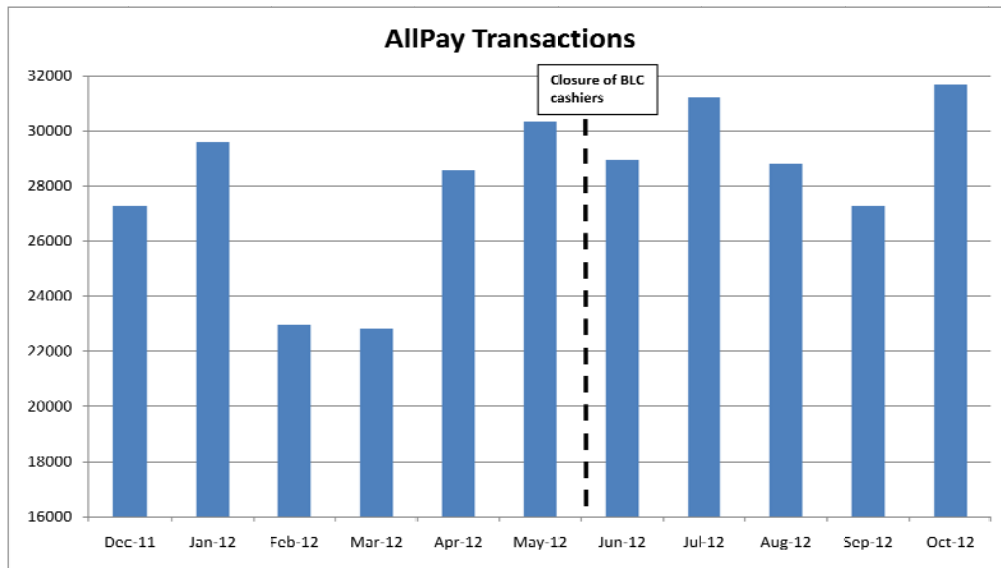


Fig 3

2.0 Managing new processes

2.1 SCAN COIN machine performance has remained strong even during periods of high activity within the one stop shops.

End.