

Benefits and Revenues Service

service plan 2010

What *is* the network

If you are responsible for the delivery of Benefits, Revenues or both, this network will bring you the content you need to do your job more effectively.

- Technical assistance
- Best practice
- Commentary
- Latest management techniques
- Reviews.

CBRS works with its network to gain a comprehensive understanding of the issues that impact on your business and to assist you in finding a workable solution that will benefit both your customers and your staff.

The CIPFA Benefits and Revenues Service has three streams:

- Benefits
- Revenues
- Performance management

These operate through a series of high quality regional events, professionally facilitated and highly informative.

Practitioners from member organisations can meet, network and explore major issues without the need to travel far.

Members can join either Revenues only, Benefits only or, both (Integrated, which includes Performance & Management). They purchase pre-paid places that can be used to send a delegate to any event in their membership category, including, now, technical training.

To give you an idea of what to expect from your membership in 2010 here is just a few of the headline figures from last year.

CBRS delivered 130 events throughout the country, providing up to the minute information on changes in Benefits, Revenues and associated areas. We saw over 2400 delegates and overall 98 % rated the events as good or over.

We covered subjects ranging from the technical details of Local Housing Allowance and The Empty Rating Act to developing Leadership skills.

We also answered over 300 technical queries ranging from one line responses to multi-page replies.

Between April and December 2009, Members downloaded 5889 documents from our website.

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Membership benefits

Events are held in over 10 regional locations around the country and provide an opportunity to:

- Gain in-depth technical knowledge
- Hear from other Local Authorities
- Hear from experts in their field
- Hear about the impact of new developments on your service.
- Signposting other developments
- Discuss current issues with other professionals

New for 2010

Access to additional training events – in the past subscribers have had to pay to attend Consortium training events. From April 2010 your subscription will allow you to use your pre-paid place allocation at these training opportunities.

On January 1st 2009 we integrated CIPFA Networks with our CIPFA Seminars & Conferences team into one combined operation. Over the course of 2009 we have been developing plans to integrate access to our non-residential CIPFA Networks, Seminar and Conference events based around the same theme content, through your one subscription. We know from customer feedback that this is a change frequently requested.

What will this mean in practice?

Starting from April 2010, your subscription to the CIPFA Benefits & Revenues Consortium will allow you to attend both:

- The programme of events traditionally provided by your network (outlined in your network service plan);
- All CIPFA Seminar and Conference programmes (non-residential) that relate thematically to your network, which currently includes the following:
 - Developments in Local Authority Housing Benefits seminar

Essential Documents

The network has completed a number of very useful Guides on Revenues and Benefits issues. These guides are substantial documents that may be used as reference material for staff. Last year the top two most popular guides were:

- The first part of a comprehensive guide to Housing & Council Tax Benefit case law for use as an aid to decision making and appeals
- Council tax for Practitioners (updated January 2010)

To accompany many of the topics, detailed briefing notes are produced. These are documents that are intended to allow the user additional information on specific subject areas. They contain information such as the impact assessments on the service and matters for consideration by the subscriber. These can be used as stand alone documents or read in conjunction with the presentation slides.

The network sends out topical e-mail alerts to ensure its subscribers are kept up to date with the latest service developments in our area

Individual technical queries can be e mailed to the team and a response will be provided. In 2009 over 300 technical queries were dealt with by CBRS.

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Main themes and activities

Programme details

At all events there is an update on latest issues and an opportunity for subscribers to raise specific subjects.

<u>Consortium</u>	<u>Month</u>	<u>CBRS Draft Programme 2010</u>	<u>No of events</u>
Revenues	April	NDR Training	5
Benefits	April / May, June, September, November and February / March (2011)	Consortium	47
Benefits	May/July	Good Practice	6
Benefits	Jan 2011	Technical Master Class	4
Performance & Management	May, August, December and February (2011)	Consortium	16
Revenues	June/July, September, November and January (2011)	Consortium	40
Revenues	October	Council Tax Training	5
Total			123

For dates of events, click [this Link](#)

More new Developments for 2010

For 2010 we have introduced a new and more easily navigated web site.

All CBRS events will be bookable on-line enabling members to get instant confirmation of their booking as well as confirmation of the number of pre-paid places they have available to use.

What can members access?

The library of information

All members will have online access to a library of documentation produced by the Network which can be readily accessed on www.cipfanetworks.net/cbrs

Relevant documents will be monitored and updates notified to you as soon as any change is announced:

Government Documents

Circulars and Information Letters, The Benefits Guidance Manual, Audit Commission Reports, CAA Reports, HB Direct, DWP Management, Information Statistics Guide, DWP Guides, e.g. Overpayments, New Tax Credits, Pension Credits, Discretionary Housing Payments, Subsidy etc, DWP Security Manual, Council Tax Information Letters, Business Rates Information Letters

Legislation

Bills, Acts, Statutory Instruments and draft legislation

Court Decisions

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Decisions of the Upper Tier Appeal Tribunals, hearings High Court, Court of Appeal and House of Lords hearings

Events material

Presentations and background notes for current and past events carried out by CIPFA Benefits and Revenues Service

Legislative and case law briefings

These offer a rapid response to new legislation, case law and guidance issued by central government. Concise summaries for use across your organisation, they provide analysis of practical issues and implications as they impact upon practitioners.

CIPFA Benefits and Revenues Service E-Alerts

Members are provided with regular email alerts on relevant issues.

Access to our Discussion Forum

Where you can raise issues and questions, and seek help from other members.

Key contact details

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