

**Proposed Transfer of Undertaking (TUPE) of the  
Central Income Team and Housing Accommodation Charges  
Team**

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Summary of responses to questions raised during consultation with the staff

**Structures and Work Processes**

1. What is the proposed team structure, showing reporting lines of staff transferred , including FTE's, and how will they be incorporated with the existing Sundry Debtor team as mentioned in the consultation paper?

*If the Council's decision is to transfer the work to Liberata then the team structure will be discussed as part of the Liberata consultation process.*

2. The Finance Officer – Debt Management - does not currently report to the Finance Manager (Income). Who will he be reporting to under the proposed transfer?

*If the Council's decision is to transfer the work to Liberata then the team structure will be discussed as part of the Liberata consultation process, however this role is likely to report to the Corporate Debt Section Manager.*

3. Please explain in detail any proposed changes that Liberata may be intending to introduce. The consultation paper states 'Liberata may explore the option for customer contact to be delivered using Call Centre in Barrow.....and 'It is also likely that some areas of work currently undertaken by the team would move to other areas of the business which are more appropriate...'

*If the Council's decision is to transfer the work to Liberata then the "Target Operating Model" will be completed prior to the transfer date. This will then be discussed as part of the Liberata consultation process.*

*Due to the need to identify efficiencies across all services, the Council will always review how services are best delivered which may result in areas of work moving to other areas of the organisation.*

4. Please can I view the due diligence report or seek final clarity on what work areas, currently undertaken by the team, are to be included in the proposed transfer, and which works areas are to remain within the Authority.

*Until Liberata have completed due diligence the split of work cannot be finalised, however it is known that the work listed below will remain with LBB.*

### **Street Lighting**

*Systems - Oracle and CONFIRM*

- *Telephone call from Street Lighting - issue C No. from Manual book*
- *Set up on CONFIRM and link to property address*
- *Street Works pass details to insurance team*
- *Monitor and prepare memo showing costs for insurance team, keep manual copy*
- *Journal unrecoverable costs based on Oracle AP and/or CONFIRM, balance code*
- *Provide costs to Accountant on request*

### **EDO**

*Systems - CONFIRM (for viewing only)*

- *Weekly batches of individual sheets received from contractors via Street services*
- *Prepare spreadsheet for Street Services and check codes are correct*

5. Please advise as to whom, within Liberata, has the Housing Accommodation Charges (HAC) experience that will be required to support the team and undertake key roles and responsibilities currently undertaken by the Exchequer Manager?

*If the Council's decision is to transfer the work to Liberata they will draw on experience from within the business to provide support to the team. The team structure and Target Operating model will be discussed as part of the consultation process.*

6. I would formally raise my concern that if the current temp filling the position as Arrears Officer does not transfer and Liberata do not have someone with the equivalent experience, the arrears will once again become a major concern for the Authority.

*Where agency workers are currently in place Liberata will make an operational decision about whether there is a need to continue to use the agency worker post transfer and for what timescales. Liberata will be informed of the agency member of staff.*

7. The current team re-structure of HAC has only been in place for (5) months. I am wary that the newly adopted team structure has not had time to bed down so as to determine whether the resourcing and roles and responsibilities have been clearly defined and are accurate for the business requirements.

*If the Council's decision is to transfer the work to Liberata then the team structure will be discussed as part of the Liberata consultation process and the "Target Operating Model" will be completed prior to the transfer date. This will then be discussed as part of the Liberata consultation process.*

8. Several areas of the new Anite system have yet to be implemented. Has this been built into the proposals and what systems support can be expected?

*The current system support received from Northgate, Capita and LBB Housing Systems support will continue to be available in respect of completing the implementation of the ARBA module of Anite. Liberata have a dedicated team that deal with implementing new systems and they are likely to be available to support any ongoing Anite Implementation.*

9. Has consideration to the dealing with vulnerable clients been taken into account? Can this be provided from Exchequer House?

*Yes. Liberata have a secure interview room on the ground floor of Exchequer House where staff will be able to meet with their clients.*

10. As "Liberata" staff will the team have access to Bromley's case files, which are necessary, for staff to perform their required duties?

*Files that are not required to be used by LBB staff located at the Civic can be moved to the teams' new location. Priority will be given to ensuring that Exchequer client files are made electronic as soon as possible.*

11. Has consideration been given to Housing Benefit claims for HAC clients and any overpayments being made – I understand that this would be a conflict of interest?

*The authorisation for the overpayments will be undertaken by LBB staff.*

12. Can it be confirmed that we will have access to the same operating systems that we currently use for our work namely 'one Bromley'; Anite; Academy; Confirm (Highways & Property), Oracle and Discoverer and the database created by Bromley (namely Trade Waste, Crossovers)

*In the short term the staff will continue to have access to all of the systems that they require to enable them to undertake their roles, however there are likely to be changes to the operating systems that will be required. We will need to discuss with Liberata the need for accessing the LBB team sites and whether there is a similar system used by Liberata.*

13. Whilst situated at Exchequer house will staff security be kept whilst transferring from the Civic Centre with cheque payment following daily reconciliation of CSC

*At this stage no decision has been taken regarding this task, however in future this process is likely to be undertaken by Cashiers and therefore eliminating the necessity to consider staff security.*

14. Will LBB accept there may be a delay in the delivery of service due to not being on site, i.e. delivery of receipts to meet with departments deadlines.

*If the Council's decision is to transfer the work to Liberata then the SLA will determine the level of service that Liberata are expected to deliver.*

### **Personnel Matters**

15. Please confirm that under TUPE the car leasing contributions towards my pension scheme have been included in the proposal?

*The information about the lease car arrangements will be forwarded to Liberata as part of the TUPE transfer information.*

*TUPE regulations are that employees transfer on the same terms and conditions (except for certain occupational pension rights).*

16. Has it been recognised that trade refuse is still a function undertaken by the team as 'extra over' and completed by working additional hours and is financed by paid overtime from transferred budget provision?

*The overtime is not a contractual arrangement. Liberata management will need to decide how best to manage this area of work going forward. If the banking and reconciliation work is carried out by Cashiers then this should negate the need for any overtime to be undertaken by the team in respect of the trade refuse work.*

17. For the last 10 years I have been unable, due to work demands, to take full leave entitlement – this year I have approximately (19) days annual leave remaining, as at today's date, – will this be honoured/transferred to Liberata and any carry forward approved?

*You will need to take at least 9 days annual leave before the proposed transfer date (01.01.12). The Council allows 5 days to be carried over to the next leave year and this will need to be followed by any staff that transfers over to Liberata.*

18. For the last two years Bromley has agreed to a 'pay freeze'. Under TUPE will all staff be entitled to any agreed future pay negotiations?

*Yes, while staff are on LBB contracts they would be entitled to any agreed pay increases arising from future pay negotiations applicable to LBB staff on the same terms and conditions.*

19. At the last consultation entitled 'Consolidation of Income Functions' the Management of the HAC team was moved from the then Revenues Manager to the Finance Manager (Income). The job was not at any stage despite requests re-evaluated, which I understand is standard HR practice as the nature of the additional duties undertaken are not of a similar nature. The new role involves completely new disciplines including new fields of legislation and IT systems for which no formal training was arranged. Is this re-evaluation still being considered?

*The post in consultation with management can be evaluated.*

20. Will our current job descriptions change or will the contents remain the same.

*If the Council's decision is to transfer the work to Liberata an HR Due Diligence exercise will be completed; this would include a request for current job descriptions. Any envisaged measures identified in this exercise would be discussed as part of the consultation process.*

21. Will Liberata match the current contribution made by LBB towards my pension?

*Liberata are seeking admission to the LGPS thereby continuing and maintaining transferring employees' pension position. As current contribution rates for the Local Government Pension Scheme may change over time, this question is not relevant as Liberata's responsibility will be to maintain the individual's pension entitlement, which would change in the event of the Scheme provisions changing. Employees will be aware that the Government is currently seeking to change pension provision for local government staff, which would also impact on staff subject to this proposed transfer.*

22. As I am not being TUPE'd over to Liberata will my current conditions remain the same e.g. pay rate?

*If Liberata make an operational decision to engage agency workers post transfer, negotiations will be undertaken directly with the current worker.*

### **General**

23. My understanding is that there is a proposed saving of £46K. How is this figure calculated and may I have a detailed breakdown?

*As this is commercially sensitive information Liberata are unable to disclose the detail.*

24. What methods will be used by Liberata to achieve this target?

*These savings will be achieved through process improvements and enhanced technology, which will reduce the cost of the service and increase overall collection figures which Liberata have guaranteed to the Council.*

25. What are the areas that they proposing to cut back and introduce in achieving this reduction?

*Liberata do not propose to cut back in any area of this service. The reduction in the cost of this service will be driven by process improvements and enhanced technology which will reduce the cost of the service and in addition lead to increased collection.*

26. What methods will be in place to monitor these savings and achievements and how will this be measured to ensure efficiency and savings for this Authority?

*The Council is guaranteed cost savings as Liberata would be providing a fixed cost for this service over the life of the contract. Therefore, if these cost savings are not achieved the risk is borne by Liberata, not the Council.*