

Anglia Revenues Partnership

Anglia Revenues Partnership (ARP) is the largest revenues and benefits partnership in England – the caseload across our five partner councils is only exceeded by the big urban districts of Birmingham and Leeds. We are at the leading edge of many innovations, selected for their value to our residents and communities, and we work closely with suppliers and other councils on these improvements.

Our overall aim is an efficient Revenues and Benefits service, which leverages economies of scale, offers resilience, reduces operating costs and improves customer satisfaction, with a focus on excellent customer service.

ARP isn't just here to collect money. Our administration of Council Tax Support, Housing Benefit and discretionary payments provides crucial support for low-income working-age families and pensioners when it's needed.

We also manage Business Rates reliefs and discretionary payments for businesses, helping our local economies in good times and bad.

We work closely with partner teams in customer services, communications, audit, housing and finance on our primary focus – to improve engagement and satisfaction with the customer experience. In this way, we allow more people to transact with us online, so the talents of our brilliant team can be deployed on more detailed cases.

What we do for our partners

Collect Council Tax and Business Rates

Administer Local Council Tax Support, Housing Benefit and discretionary funds

Detect and prosecute fraud and update our data on Council Tax bands and rateable values

Carry out enforcement action throughout our operational region

Manage relationships with key suppliers and government agencies

Provide expert advice to partners on Revenues and Benefits policy

Generate revenue through outsourced enforcement, compliance, fraud detection and consultancy services

It's our aspiration to work inside each partner's structure just like any other service area, and we're investing in these links all the time.

Our management team is led by Lorraine King, Head of ARP, along with Theresa Mann, Head of Benefits and Council Tax Billing, and Matthew Waite-Wright, Head of NNDR, Recovery and Enforcement. They are supported by operations and team managers to deliver the partnership's core services.



Lorraine



Matt

Our mission is to **share resources**, provide **fair and accessible** revenues and benefits services for our communities, **maximise benefit entitlement**, and **engage in ethical revenue collection**, treating our colleagues and customers with **courtesy, understanding** and **respect**.

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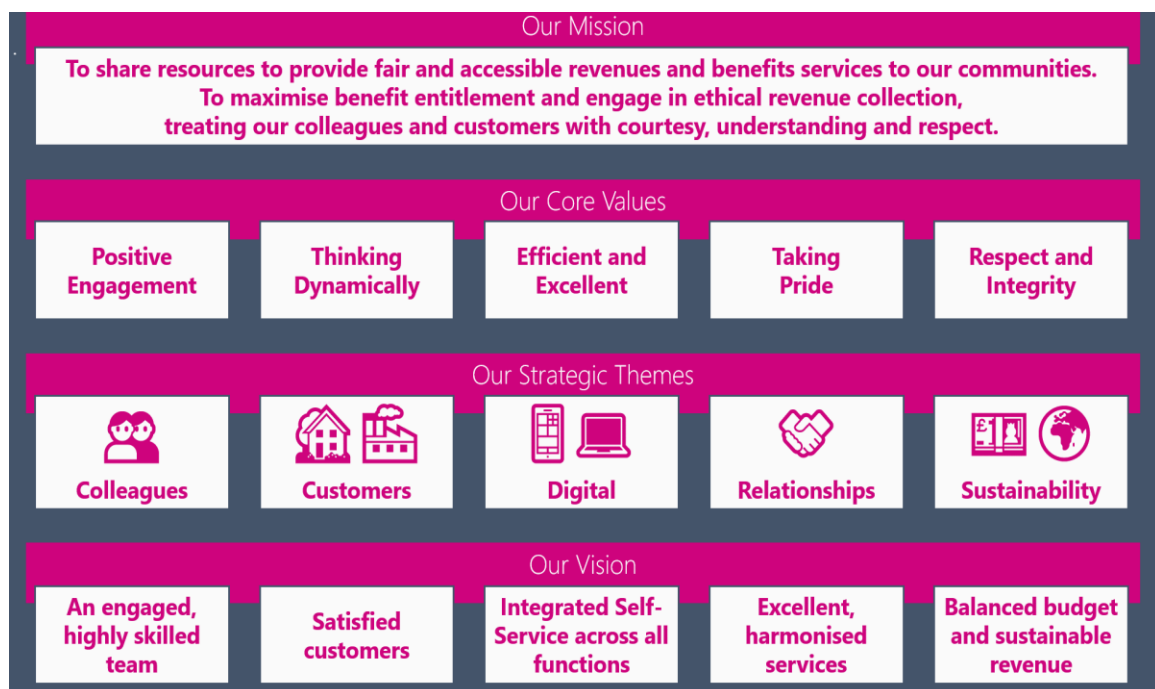
Around 300 people employed by four of our five partners work dynamically across ARP's complete caseload, under a hybrid approach where colleagues are fully enabled to work remotely or at one of our bases around the region we serve.

Through our people and organisational development strategy, we develop the team, manage learning and development programme and provide opportunities for team wellbeing (while respective HR teams look after each cohort's admin needs). At the same time, each cohort is encouraged to engage fully with their 'home' employer's team-wide initiatives and be fully part of their employing council's family.

The ARP team works to an agreed set of operational values, which complement the corporate values of each employer.

Through our five strategic themes – colleagues, customers, digital, relationships and sustainability – we prioritise our day-to-day work and projects based on how strongly they each support our strategic objectives.

Work within each of our themes also points towards the five parts of our team vision.



Welcome to Anglia Revenues Partnership!