

Revenues and Benefits Training in Staffordshire

A Partnership Approach



Training of all staff, whether experienced or not, is essential and substantially enhances your capacity to deliver and maintain a quality service.

Meritec, in partnership with Cannock Chase Council believe Authorities will find it increasingly difficult to sustain quality training as a result of the ongoing budget cuts and the ending of Central Government funding arrangements. In response to this need we are working together to provide the high quality, affordable training outlined below.

Overview

Meritec and Cannock Chase Council have produced a programme of training designed to support excellent service delivery by offering relevant courses to enhance staff skills and knowledge and to maintain levels of expertise in legislation and best practice amongst experienced staff.

Our aim is to encourage Authorities within a commutable distance from Cannock to take advantage of these courses and help build the facility into an essential resource for R&B services in the area.

This brochure details our programme of courses over the next 12 months. We have been encouraged by the support we have received from Authorities in and around Staffordshire, and are keen to expand our already strong reputation for providing high quality, cost effective, relevant courses.

Ultimately our vision is to develop a shared service approach to training which will ensure high quality training to meet service needs whilst driving down costs for partners.

How it works

In a nutshell we offer:

- Simple pricing strategy of £90 per delegate per day (includes lunch and refreshments)
- Excellent dedicated training facilities
- Easy to access Cannock location
- High quality trainers
- Quality training materials

Our Trainers

Meritec trainers are IRRV or CIPFA qualified with many years experience in delivering high quality courses.

Perhaps more importantly, our trainers are able to apply their extensive knowledge in a way that delegates can readily grasp and appreciate. Our trainers consistently receive excellent feedback from students.

Proof of Concept

We have delivered LHA and introduction courses to Staffordshire LAs already and are getting great feedback from users:

Rob Wolfe (Cannock)

"The trainers pitch the courses at just the right level to ensure delegates get the most from the training. We entered into the partnership in 2007 and have already extended it by 12 months to April 2009. We are delighted with this year's program and believe that it covers all of the current issues in Revenues and Benefits."

Dave Baker (Newcastle-under-Lyme)

"One of my team went along to the LHA course and thought it was excellent – we will certainly be sending more delegates on future courses and welcome the chance to support this partnership approach to training."

Anne Bradbury (Bromsgrove)

"The trainer was really knowledgeable and the notes excellent, it's a great concept. I have already booked an induction course and look forward to supporting the initiative going forwards."

Benefits

- Cost effective programme of R&B courses allows you to plan your training effectively
- Networking with colleagues at the same level from different Authorities
- Longer term opportunity for full shared service training provision

How to Book (further Information)

For further details or to book courses please call 0845 345 1144. If you have training requirements not covered in this brochure please contact us to discuss.

We are looking to expand the number of regional training centres so please contact Darren Walklate on 07879 892552 if this approach to training provision may be of interest to you.

2008–9 Course Information

All courses are of a single day duration unless stated otherwise, charged at £90 plus VAT per delegate for each day (includes lunch and refreshments).

Date	Standard Courses	Date	Specialist Courses
12 May	Introduction To Benefits (5 days – sold out)	20 May	KLOE - A new approach to Benefits Inspection
24 June	Introduction To NNDR (2 days – sold Out)	10 June	HB Assessor Masterclass
8 July	Effective Dates	21 July	HB Calculation
8 Aug	Overpayments (recoverability and enforcement)	15 Aug	ESA Overview - what it means for HB and CTB
5 Sep	Students	12 Sep	Maximising Recovery - Facing The Credit Crunch
7 Oct	Persons From Abroad	10 Oct	Local Taxation Masterclass
11 Nov	Revs and Bens for Customer Facing Staff (2 days)	21 Nov	Post Liability Order Collection Measures
5 Dec	Appeals	12 Dec	Performance Management Workshop
16 Jan	Self Employed	23 Jan	HB Workshop for Non HB Practitioners
12 Feb	Introduction To Council Tax (2 days)	24 Feb	Optimising The Performance Of Your Staff
2 Mar	Introduction To Benefits (5 days)	13 Mar	Effective Management / Team Leader

If you would like us to run a course from your Authority then this can be arranged on an ad hoc basis, please contact us to discuss your particular requirements.

To book courses or request further information please call Meritec ServicePoint on 0845 345 1144 or email us at servicepoint@meritec.co.uk