

## Focus on... e-Awareness

### Raising Standards through Improved Awareness



#### The Need

It's essential that local authorities provide staff and stakeholders with awareness on important matters. **Focus on...** helps ensure that understanding and knowledge are shared in a friendly and easy to use way that is highly cost effective.

The **Focus on...** range is highly efficient in delivering key messages to large numbers of staff for whom in-depth training may be neither necessary nor affordable. It can be used independently or as part of a wider training programme.

#### Our Response

Meritec has designed a range of e-awareness courses with your needs in mind. Our portfolio aims to help you improve awareness throughout your Council whilst reducing costs compared with conventional methods.

Subject areas currently include, Focus on...

- Fraud and Corruption
- Fraud and Corruption – Management Edition
- Information Security
- Risk Management

together with several other modules specific to Revenues and Benefits.

#### Our Approach

All courses are hosted on a secure Meritec server which means we can set you up quickly and without hassle.

Our solution provides a low cost way of training all relevant staff and stakeholders alike - quickly, effectively and enjoyably.

**Focus on...** e-awareness is an innovative method of delivering comprehensive on-line learning together with assessment and management tracking to complement your existing arrangements.

This highly accessible e-awareness training solution helps to ensure that awareness of key subjects and issues are maximised across all relevant personnel by providing the information they need at their fingertips.

#### The Benefits

- **Minimal training costs:** Costs can be substantially reduced by e-awareness – done at the desk so no further expenses for, say, travelling
- **Effective use of resources:** Staff fulfil their training needs at a pace, time and location that suits them and their Service
- **End of course assessment and exercises:** Ensure learning objectives have been met - assessment results and any user feedback are automatically recorded

#### Key Features

- **Ease of Use:** Proven self-service functionality and effective design
- **Flexibility:** Content can be easily changed by the local administrator whilst access can be quickly rolled out to large numbers of learners
- **Personalisation:** Content can be fully tailored to meet local needs - add logos, case studies, policies and procedures etc.
- **Implementation & Support:** Centrally hosted solution that only requires an Internet connection with full support available from experienced Meritec staff
- **No limit on usage:** Train 10 people or 10,000 there is no limit on usage - train all stakeholders 24/7 whenever you need to

#### Our Proof

Our methodology for e-awareness has been continuously developed and is popular and well proven. Used by tens of thousands of satisfied local government users, the **Focus on...** range is now established as a true market leader.

#### Contact us

We would also be delighted to develop a course to meet your specific requirements in your chosen subject. Contact us today for further information or to request a free, no obligation trial of any one of the **Focus on...** range.

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#### Fraud and Corruption

Fraud is a crime that is increasing in both the public and private sectors. In Local Government, it is becoming more complex as a result of the increased use by Authorities of partnerships, outsourcing and new technology.

This e-awareness course responds to these changes by providing people with an awareness of the key aspects of Fraud and Corruption enabling all officers to comply with the Council's Anti Fraud policy.

#### Fraud and Corruption – Management Edition

This course is intended for Council Managers. Its objectives are to increase understanding on how fraudsters could operate in the Council; and confirm managers responsibilities on preventing fraud in their service areas and, if fraud occurs, how to deal with it.

#### Information Security

The aim of this course is to provide a broad understanding of Information Security issues and, in particular, the role of staff in ensuring all possible steps are being taken to keep critical information secure. At the end of this course staff will:

- Have an increased awareness of Information Security issues and risks, be able to recognise threats and know what to do if you suspect a breach of security.
- Be aware of the potential consequences of Information Security breaches.
- Understand how to reduce Information Security risks by employing good practice, and know and appreciate the role that everyone can play in this.
- Be aware that there are various Council Information Security policies and procedures with which you are expected to be familiar and with which you are expected to comply.
- Be ready to implement what you have learned in the workplace and elsewhere.

#### Risk Management

The aim is to provide managers with a broad understanding of Risk Management issues and, in particular, what they need to do to ensure all possible steps are being taken to manage risks. At the end of this course managers will:

- Have a better awareness of why Risk Management matters to the Council and to staff
- Be aware of potential key risks
- Understand how risks can be effectively managed by employing good practice, and appreciate the role that everyone can play in this
- Be ready to help to reduce risk
- Understand the Council's procedures for managing risk

The main objective of this course is to impress upon all managers the major role they must play for Risk Management to be effective.

#### R&B Bundle

##### Benefit Fraud

This e-awareness course creates an awareness of the most common types of Benefit fraud and explains why preventing and detecting housing benefit, local housing allowance and council tax benefit fraud is in everyone's interest. Good fraud awareness training is essential to ensure staff across the council can be aware of the signs of fraudulent activity and what to do when they are presented with them.

##### Local Housing Allowance

This e-awareness course facilitates a basic understanding of the main principles of Local Housing Allowance (LHA) for staff, stakeholders and landlords. From 7 April 2008 LHA became the new way of assessing Housing Benefit for tenants on a low income living in private rented accommodation.

##### Verification

This e-awareness course maximises the effectiveness of verifying Housing Benefit and Council Tax Benefit claims including ensuring claims are paid as quickly and accurately as possible, and preventing or detecting fraud. Verification of a Benefit claim form plays an important part in the correct administration and payment of Housing Benefit and Council Tax Benefit. This course raises staff understanding and appreciation of the key factors.

##### Council Tax

This e-awareness course maximises the levels of understanding of Council Tax, including the reductions and methods of payment available to continually improve service levels to all customers, including prompt and accurate billing and to further increase collection rates. Council Tax was introduced on 1 April 1993 as a form of local taxation. It is a property based tax levied on domestic properties.

##### Overpayments

This e-awareness course creates an awareness of the most common causes of Benefit overpayment and explains how these can impact on Benefit administration. Reducing overpayments will deliver direct and measurable business benefits to the Authority and this product contributes to achieving these objectives. An overpayment is often the result of something that has changed. This will be due to something the claimant, council, landlord or the DWP has done or more often than not, has not done.

##### Employment Support Allowance

Employment and Support Allowance (ESA) was introduced on 27 October 2008 under the Government's Welfare Reform Act. It is available in various forms and replaced Incapacity Benefit, Income Support and Severe Disablement Allowance for new claims from people who are unable to work through disability or illness. This e-awareness course explains the main principles of the new benefit Employment and Support Allowance. The course explains the different ESA payments and how ESA is assessed in HB/CTB.