

Revenues & Benefits Bundle

Raising Standards through Improved Awareness



The Need

Local Authorities have a constant requirement to provide staff and stakeholders with awareness on key subjects and issues. **Focus on...** enables the appropriate messages and subject matters to be cost effectively conveyed in a friendly and easy to use manner.

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

Our Response

Our Revenues and Benefits Bundle consists of six essential e-awareness courses for the all inclusive price of £985 per annum.

The bundles comprises of **Focus on...**

- Benefit Fraud
- Local Housing Allowance
- Verification
- Council Tax
- Overpayments
- Employment Support Allowance

*see reverse for further information on these products

Our Approach

All courses are hosted on a secure Meritec server which means we can quickly set you up and with no hassle. Our solution provides a low cost way of training all relevant staff quickly and effectively. **Focus on...** e-awareness is an innovative method of delivering comprehensive awareness on-line training, assessment and management tracking to complement your existing arrangements. This 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

- **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, 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, 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 “**Focus on...**” range of products has grown considerably since the early DWP funded version of Benefit Fraud, which has been used by over 300 local authorities. Our methodology for e-awareness has been continuously developed and is popular and well proven in all our products. Used by tens of thousands of satisfied local government users, the **Focus on...** range is now established as a true market leader. Our more recent modules include “Focus on... Fraud and Corruption” and “Focus on... Information Security”.

Meritec Limited

We have a long track record of success in working with local authority customers to help improve performance. E-awareness and training are key components in our portfolio.

Focus on 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.

Focus on LHA

This e-awareness course facilitates a basic understanding of the main principals of Local Housing Allowance (LHA) for staff, stakeholders and landlords.

From the 7 April 2008 LHA became the new way of assessing Housing Benefit for tenants on a low income living in private rented accommodation.

Focus on 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.

Focus on 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.

Focus on 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.

Focus on Employment Support Allowance

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.

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.

We can set you up in minutes

You can change 80% of the course yourself

No installation necessary – just internet access

Exceptional value for money

No limit on usage, train 10 people or 10,000