

3rd Barclay Implementation Billing Sub-Group - Minutes

Friday 31st August 2018, 10:30

Meeting Room 1F-76, VQ

Present: Ian Storrie, James Messis, Ken McCormack, Jonathan Sharma, Shane Taylor, Kevin Fraser, Adam Scott (minuting)

Agenda

1. Welcome and Introduction
2. Sample Bills and Draft Templates
3. IT Options
4. Next Meeting
5. AOB

Actions

- Sample Bills and Draft Templates
 - Consult Glasgow City Council to find out whether barcode at bottom of letter is required
 - Kevin to find out if current system is able to incorporate transfers into the standard template
 - Kevin to check correct deadline for appeals to resolve conflicting information on Dumfries and Galloway back page
- Seeking feedback
 - Templates to be sent out electronically for stakeholder feedback in early September; response deadline mid-October
 - Templates to go out to councils in late October/early November; response deadline end January
- IT Options
 - Investigate possibility of introducing a standard contract for councils; Scotland Excel to meet with Procurement Director
 - Ian to speak with procurement colleagues
 - Jonathan to speak with Scotland Excel

Decisions

Sample Bills and Draft Templates

- Formatting and content of Front page agreed
 - Version 4 preferred, although redundant second line from personalised message to be removed
 - Personalised message to precede everything else in body of letter
 - Large Bill breakdown box agreed. Content should be kept standard where possible with limited scope for variation
 - Upper box agreed and could be used to include any supplements (e.g. out of town supplement)
 - A box for payments/adjustments to be included

- Back page
 - Formatting of East Lothian back page preferred, but some information from the Dumfries and Galloway back page on how the rates are calculated should be included
 - Both back pages will be sent out for user research to find out which is preferred

IT Options

- Standard national contract
 - Group agreed it would be desirable to develop a standard national contract template, developed centrally but deployed locally rather than developing an national IT system.
 - May need to wait for current contracts to run their course
 - Preferable for E-billing to be included in any new contract
 - Consideration needs to be given to the interactions between NDR and Council Tax IT systems

Next Meeting

- Billing Subgroup - mid to end October for stakeholder feedback
- Advisory group - after 17 September