

## Case study

### Central Bedfordshire Council



a case study by:

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**Central Bedfordshire Council**



With government focus set firmly on savings through efficiency, allpay is now inevitably working with more and more unitary authorities.

A specialist in payments, allpay is experienced in helping these larger organisations to successfully manage such a major change from an all important payments perspective.

### Why did Central Bedfordshire Council become a unitary authority?

- The vision for a new Central Bedfordshire is based on a growing dynamic community, with shared objectives of **better local services and excellent value for money**.

Residents and businesses in Central Bedfordshire will be better represented, and served more effectively by the new unitary authority.

The new Council will be able to reflect and respond more flexibly to the urban and rural needs of our communities; to **promote business development, regeneration and growth** in a way that fits our area; and be focused on the needs of Central Bedfordshire. ●●

### What were the challenges from a payments perspective?

- The challenges were to harmonise the payment methods for the 107,000 residents and 7,000 businesses of the new district. ●●

### Why did Central Bedfordshire Council choose allpay?

- allpay were an existing supplier of South Bedfordshire District Council and are a **market leader** in payment solutions, with an **excellent track record** and reputation. ●●

## Did Central Bedfordshire Council make the right decision?

●● We are very pleased with the way the migration of all of our existing customers and new customers took place.

Communication and customer service provided by allpay was excellent and we have received positive responses from our residents, many of who were provided with a new payment option. ●●

## Overall, can you sum up, in one sentence, how allpay helped Central Bedfordshire Council manage this major change for the organisation?

●● allpay managed the change for us in a seamless fashion, with minimum disruption to our customers and with a professional team of staff. ●●

Central Bedfordshire was created from the merger of Mid Bedfordshire and South Bedfordshire on 1 April 2009. In addition to taking over the powers of the two district councils, it has also taken over the powers previously exercised by Bedfordshire County Council in the two districts.



If you would like to know more about how allpay could help your organisation when becoming a unitary authority, talk to us today.

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