

Case study

Shropshire Council



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

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

Why did Shropshire Council become a unitary authority?

- Shropshire bid for unitary status in order to make **savings through economies of scale** and to **equalise services** to all its customers.

Local Authority budgets are under huge pressure and the savings made would go towards ensuring fewer cuts in services for the people of Shropshire.

Why did Shropshire Council choose allpay?

- We initially chose to go down the payment card route because some of our former district councils already used the service and **the uptake by customers had been good** and the **payments easy to administer**. Shropshire County Council was also an existing client but for very small volumes.

Reputation...

When we evaluated all the tenders we had received to provide this service, one of the things that we particularly liked about allpay was the fact that **payments are their "specialist subject"** - it's not just one service amongst a whole list of banking functions.

We felt that some providers were not dedicated to this area and feared that their service could be withdrawn at any time as it is not their key business.

Cost...

The **transaction charges are very favourable** compared to the cost of processing cash and cheques through other methods

Services...


The administration of these payments for Shropshire is **extremely simple**; nothing is allocated to the incorrect account.

The human error element is removed in as far as mis-punching of long account numbers, etc - **everything is automated** with allpay. Reports are **comprehensive and easy** to reconcile. 

How efficient was the transferral/implementation process with allpay?



The implementation **couldn't have been smoother**.

We didn't achieve everything we hoped to in time, for the issue of Council tax bills, but that was our fault! This is now planned as a future development with allpay. 


What did Shropshire Council like most about the allpay service?



Most importantly, **the allpay support team is prompt** in sorting any queries that may arise. 


Did Shropshire Council make the right decision?



We are **very happy** with the service we receive; I do not anticipate a change of provider and have **plans to extend** the types of payment that can be made this way. 

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



allpay's experience of working with local government was invaluable in assisting us in setting up an income collection process, so successful in fact, that we look forward to extending our use of the service. 

Shropshire Council replaced the former two-tier local government structure in the non-metropolitan county of Shropshire on 1 April 2009, which involved its immediate predecessor, Shropshire County Council, and five non-metropolitan districts - Bridgnorth, North Shropshire, Oswestry, South Shropshire and Shrewsbury & Atcham.



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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