

Revenues	Benefits	Customer Service	ICT	HR Services	Training	Payroll	Occupational Health	Print & Design	Accounts Payable
Council Tax and Business Rates billing	Housing and Council Tax Benefits	Customer Service Network	IT Infrastructure	All HR (policies, recruitment, training) for both scoped and arvato staff	Accredited training	Calculation and payment of: • wages • salaries • pensions	Health advice to managers and employees	Print, finishing and design services	Processing of • external supplier invoices and credit notes
Collection & Recovery	Assessments and Payments	Contact Centres	IT Service Desk		E-learning programmes			Milage claims for Council and schools	
Rent Processing & Collections	Benefit Take-up	One Stop Shops	IT Applications, Systems Development		Management development			CD/DVD production	Statutory returns (eg CIS)
Corporate Billing	Benefit Fraud Investigation	Citizenlinks	IT Training		Induction			Braille and large format printing	
Income Control	Document Scanning and Indexing	Enquiry Points	Business Applications Support		Mileage & expenses			Reprographics	
System Support	Student Finance	Cashiering	Consultancy		Statutory Returns				
Training			ICT Procurement		Strategic HR				
				Data Collection					
				Policy Development					
				Organisational & Workforce Development					

Transformation & Change

Project Management

BPR

Consultancy

Training

Certificated
lean six sigma courses

QMS/EMS
Charter Mark