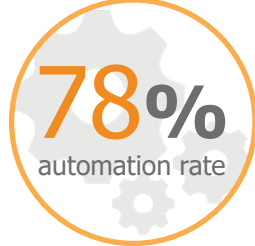




North Hertfordshire District Council



“

Staff can naturally worry that technology might take their jobs away. But by involving and engaging them, the outcome is that we've taken the mundane work away and given staff time to concentrate on the higher value work that automation can't do, such as engagement with vulnerable customers.

”

Geraldine Goodwin, Revenues Manager



10,024

Council Tax transactions



3188

Household Moves



12,489

LCTR notifications



2054

Payment arrangements set up at Reminder stage





23 MILLION

TRANSACTIONS AUTOMATED IN 2021

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