



▶ CASE STUDY

Court Funds Office

Part of the Ministry of Justice

The client

The Court Funds Office provides a banking and administration service to all civil courts in England and Wales, accounting for money paid into and out of court and looking after investments made with that money, and has done so for over 300 years.

In total, the Court Funds Office has circa £2.4 billion¹ of holding funds under management and over 185,000 accounts¹ – many of them vulnerable customers, such as young children who have been awarded damages in civil actions.

¹As of August 2018

The challenge

The Court Funds Office faced a number of structural challenges in maintaining a good service for clients, not least the need to replace an aged IT system.

It was therefore decided that modernising the administration of funds in court was necessary in order to continue to meet the Accountant General's responsibility for protecting the financial affairs of the legally vulnerable and to address those weaknesses.

Achieving these essential goals would enable the Court Funds Office to continue providing a secure, accurate and timely service for managing funds, delivering good customer service to its clients, and maintaining its stakeholders' confidence in its end-to-end service offering.

At the same time, delivering a significant reduction in operating costs was imperative.



The solution

The Court Funds Office team had a clear vision of what they wanted from a new payment services provider and how they wanted to best serve their customers and key stakeholders moving forward.

In December 2011, the Court Funds Office operation was moved from London to NS&I Government Payment Services (NS&I GPS) Glasgow site after relevant systems and processes had been customised to deliver the entire Court Funds Office service.

The success of this major migration programme depended on engaging with the client at all levels, team building, understanding the client's business approaches and a rigorous testing and handover process.

This was achieved through clear planning and close collaboration between the two organisations.

The work included:



Establishing business and customer requirements. Determining a clear and agreed understanding of business needs and customer experience requirements.



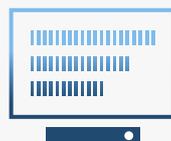
Mapping existing systems and processes. Identification and implementation of LEAN processes to boost efficiency and effectiveness of new processes.



Cultural mapping and relationship development between NS&I GPS and Court Funds Office staff, including one-to-one partnering, team working sessions and regular stakeholder updates.



Developing an evolving Model Office: a working prototype of operations reflecting the real environment as closely as possible, enabling an enhanced adaption, building and testing capability throughout the programme.



Our Model Office methodology allows us to see how things work before we finalise processes. We run business simulations to replicate actual tasks, with the ability to make real-time changes to workflow practices.



A comprehensive stakeholder sign-off process, including inputs from the client's front line staff, to give complete confidence in the new system.

The transfer of service from the Court Funds Office into the NS&I GPS operation was successfully carried out according to the project plan and the customer experience was uninterrupted.

The NS&I GPS Account Management team work closely and collaboratively to ensure the Court Funds Office team get the service they require.

The big underlying change is that the back office is now based on robust NS&I GPS technology and operational processes, making it a more efficient operation, delivering the benefits of economies of scale with tried and tested processes.

The results

“ We are delighted with the initial 25% cost saving that has been delivered against the pre-transition costs and welcome the further savings deliverable under the new contract, which will take the total cost reduction to over 40%. ”

John Little, Deputy Accountant General and Head of the Office of Accountant General Responsible for the Court Funds Office Service

The Court Funds Office has achieved its key objectives:



Cost savings

Total cost reduction to over 40% while delivering a step change in the reliability of operations.



Risk management

Significant reduction in operational risk through robust, resilient and flexible systems fronted by a workflow package that gives a single customer view.



Oversight and assurance

The Court Funds Office oversees the quality of customer service and operational delivery by monitoring key performance indicators.



Results focused

Against a target of 97% achieving results of:

- 99.8% for timeliness of payment processing
- 99.9% for general correspondence.

Source:
Operational delivery report
August 2018

What we enabled by migrating to a modern, scalable and robust banking system:



A reduction in staff numbers from 164 to 42¹ through improved processes and workflow management. NS&I GPS staff now provide a dedicated expert account management capability.



Significant efficiency savings through changes in working practices, with further efficiencies identified. Clear processes, training and communication packages ensure working practices are consistent, audited and compliant.



The migration from the old Court Funds Office systems to the new NS&I GPS systems led to increased control and automation with reduced errors and improved customer service as well as improved business reporting.



Partnering with NS&I GPS has provided the Court Funds Office with the opportunity to explore increasing digitisation, using modern systems and proven processes.

¹ As of August 2018

“Working with NS&I Government Payment Services means working with a dedicated and professional team that brings a strategic focus and commercial knowledge to the relationship. Any government department who is looking for a payment services provider should take the time to consider what NS&I Government Payment Services has to offer. They are serious contenders.”

John Little, Deputy Accountant General and Head of the Office of Accountant General Responsible for the Court Funds Office Service

About us

NS&I is known as the UK government retail savings organisation with over £157 billion² invested and over 25 million² customers. We are also known for outsourcing much of our business model, and it is estimated the contract will save the UK taxpayer over £1 billion by 2021.

NS&I GPS offers the benefits of this investment to other government departments, creating savings for the taxpayer. We deliver innovative banking and payment solutions for government. Our tried and tested modern banking engine, our people and carefully honed processes have powered our success.

As we are part of government, our “Crown to Crown” relationship enables faster speed to market with early collaborative discussions to deliver services without the need for a lengthy procurement process.

Speak to our expert team today to see how we can help your department efficiently implement policy and deliver leading-edge payment services.

Contact us

 Email info@nsandi-gps.com

 Call **020 7932 6856**

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