

Kings Lynn and West Norfolk Borough Council Unlock Value and Enhance Service Through Payments Services Review

Amidst the changing landscape of local government services, Kings Lynn and West Norfolk Borough Council undertook a significant initiative to enhance its Card Payments service provision. Confronted with the task of evaluating the actual value for money under their current agreement with Capita, the council enlisted the expertise of ERA subsequent to an OJEU-advertised market test in 2013. With responsibilities including vital functions like the collection of Council Tax and Business Rates, along with the provision of public amenities, KL&WN BC acknowledged the critical need to streamline operations and boost efficiency.

Borough Council of
**King's Lynn &
West Norfolk**



Summary of savings: **86%**

Card Payments



The client

The Kings Lynn and West Norfolk Borough Council (KL&WN BC) is a local government authority serving the area of Kings Lynn and West Norfolk in the East of England. Responsible for a wide range of services essential to the well-being and functioning of the community, KL&WN BC plays a pivotal role in the region's governance and development.

Key responsibilities of the council include the collection of Council Tax and Business Rates, ensuring the provision of essential public amenities, and overseeing various regulatory and administrative functions within its jurisdiction. As a second-tier local authority, KL&WN BC operates within the framework of national legislation and policies while tailoring its services to meet the specific needs and priorities of the local community. With a commitment to transparency, accountability, and community engagement, the council strives to deliver efficient, responsive, and inclusive governance to its constituents.

The challenge

The Kings Lynn and West Norfolk Borough Council (KL&WN BC) faced significant challenges regarding their card payment services, with annual fees exceeding £100k. Complicating matters was Capita's bundled transaction fee structure, which obscured the breakdown of costs between gateway and acquisition services subcontracted to Worldpay. In light of this, the Borough sought to assess their value for money and identify opportunities for cost savings and service enhancements.

Over a span of ten years, ERA partnered with KL&WN BC in two phases to address these objectives. An initial review revealed reasonable pricing but identified potential savings through a change in provider. While the incumbent providers remained, negotiations led to improved pricing, unbundled invoicing, and strengthened service commitments, resulting in an 18% reduction in costs.

In 2022, KL&WN BC enlisted ERA's assistance to explore alternative providers through a market test. Together, they managed a transparent public tender process compliant with regulations, ultimately selecting a new provider. This strategic move yielded remarkable savings of 86%, accompanied by notable improvements in service levels, including the appointment of a dedicated account manager.

