

CIPFA Benefits and Revenues Service
(CBRS)

Your network membership

2025/26

cipfa.org

The network offer

The CIPFA Benefits and Revenues Service (CBRS) was established in 1988 for the introduction of community charge and national non-domestic rates and aims to support the public sector in informing and promoting good practice in benefits and revenues services.

Late in 2024 our long-time network advisors Adrian and Sheldon left CIPFA, and we were sad to learn of Sheldon's passing shortly after.

However, we are pleased to confirm that we are welcoming two new advisors to the network, who will bring their own fresh perspectives and energy to continue the long history of excellence at CBRS.

Our network advisors have practical experience working in benefits and revenues, which they will draw on to support you in your current and future challenges, for example through our confidential 'Ask an Advisor' service.

The service allows you access to our highly skilled and dedicated advisors and can be accessed free of charge by subscribers to the network via email, phone, or Microsoft Teams.

By offering a range of valuable events as well as expert support and guidance in all aspects of benefits and revenues, we ensure practitioners are aware of changes in the sector and are appropriately skilled to tackle the challenges they face.

You can also access documentation to accompany our events, along with briefing notes and archive material, all of which is included in your network subscription.

Our regular newsletters contain updates on changes in legislation, recent case law, and comments on policy and topical issues. In addition, ad-hoc notifications are issued where information needs more urgent communication. These alerts ensure you are kept up to date with relevant developments.

It's a time of renewal and refresh for CBRS, and we hope to share with you the exciting opportunities for the future of the service.

How to find out more?



If you would like further information about the benefits of subscribing to the CBRs, please contact us and we will be delighted to assist you.

cbrs@cipfa.org

Your Advisors

Christina Ward

Benefits Network Advisor

Sam Fletcher

Revenues Network Advisor

Joining CIPFA's Benefits and Revenues Service

If you are interested in joining CIPFA's Benefits and Revenues Service or have any questions, please [contact us](#).

Features and benefits

- Attendance at a wide selection of network events, open training courses for this networks and topical conferences either using pre-purchased places or on a pay-as-you-go basis at a reduced rate
- Technical support and guidance from expert advisors
- Timely updates on relevant political, financial and legislative issues giving you all the facts and information on how these will affect your job role, service delivery and your wider authority
- Opportunities for networking, career development and CPD
- Exclusive website access – network websites contain a wealth of published information including regular briefings, newsletters and updates, as well as current and past event presentation materials to allow you to engage with colleagues and members in your area and share best practice
- Regular and ad-hoc newsletters to keep you updated on the latest Benefits and Revenues issues affecting your area of activity
- Discounts off any CIPFA Essentials training events run by other CIPFA Networks
- Access to other network events when bought under a corporate membership arrangement.

What our members say



“Your updates are vital, they are concise, plain English and cut through all the details to get to the “nitty gritty”, your support has been invaluable.”



“I just wanted to say the presenter was absolutely amazing and I could tell he had extensive background and experience in this field.”

Programme of events

In the 2025/26 subscription year, we will be offering a revamped and expanded selection of events.

Below you will see the headline event descriptions for this year. Dates will be confirmed closer to the time.

These events will be complemented by alerts and briefings, newsletters, and our dedicated ask-an-advisor support line for practitioners in subscribing organisations. You can use your prepaid places can be used to attend any of the events set out in this service plan.

New events may be added during the year and details of these, along with options for use of pre-paid places, will be confirmed as part of the event promotion materials, CBRS newsletters and alerts.

Revenues



Revenues technical updates

Our technical update events will provide updates on the latest technical and strategic issues, developments in legislation and case law affecting benefits and revenues

(multiple sessions throughout the year)



Introduction to Council Tax & Introduction to NNDR

Our "Introduction to" events are aimed at those new to the revenues team and give a basic overview of billing, discounts, exemptions and recovery.

(multiple sessions throughout the year)



Completing and accounting for the NNDR3

Each spring, we run this annual event, providing up-to-date details on completing the NNDR3 form, as well as the accounting implications of each section of the return.



Completing the NNDR1 Return

Each winter, we run this annual event, providing up-to-date details, and a line-by-line walkthrough, of the NNDR1 return.



And more!

We will be innovating new events based on your demand and on developments in the space throughout the year.

Benefits



Benefits technical updates

Our technical update events will provide updates on the latest technical and strategic issues, developments in legislation and case law affecting benefits and revenues (multiple sessions throughout the year)



Introduction to Welfare Benefits

Our “Introduction to” events are aimed at those new to the Benefits team and give a basic overview of the main benefit types and the wider welfare system (multiple sessions throughout the year)



Introduction to Housing Benefit and Council Tax Reduction

Our “Introduction to” events are aimed at those new to the Benefits team and give a basic overview of the core principles, including how claims are processed and awards determined (multiple sessions throughout the year)



Housing Benefit Subsidy

Each Spring, we run this annual event, providing up to date details of the housing benefit subsidy arrangements and the accurate completion of the claim form.



Available on Demand

These courses will be run according to demand. Complete our [Expression of Interest Form](#) to register your interest in one or more of the below.

Universal Credit and Local Benefits: Housing Costs, Data Sharing and Local Authority Impacts

A focused event covering how Universal Credit interacts with Local Authority Administered schemes.

Transitional Protection and Universal Credit Migration

A focused event exploring transitional protection rules, managed migration from legacy benefits to Universal Credit.
Covers Council Tax Reduction interactions and migration risks.

Complex Accommodation

A focused 2-part event covering technical rules, case law and the critical eligibility boundary between Universal Credit and Housing Benefit for exempt, specified, supported and temporary accommodation.

Capital and Deprivation and Non- Dependant Deductions

A focused event exploring the identification and treating of capital, deprivation and non- dependant deductions, including the impact of Universal Credit.

Appeals, Backdating and Decision Revision

A focused event exploring revisions, supersessions and appeal decisions, including case law and the structure of a successful appeal submissions.



And more!

We will be innovating new events based on your demand and on developments in the space throughout the year

Further support

Event booking

Full details of all events will be available at www.cipfa.org/events, or [contact us](#) for further details.

On-site delivery

All CBRS events are available as an on-site delivery. [Contact us](#) for more information.

Specialist support

CBRS also offers peer-to-peer support.

Our networks


Looking for more support from our networks?

We offer a number of other networks across a range of topics. We also offer corporate subscriptions for your organisation allowing you and your colleagues to access events and support across multiple CIPFA networks according to your needs.

For any other network enquiries, or for details about our corporate network support package, please [email us](#), or call CIPFA on 020 7543 5600.

Our current networks are:

- Better Governance Forum
- Benefits and Revenues Service
- Social Care Finance Advisory Network
- Finance Advisory Network
- Pensions Network
- Police and Fire Network
- Procurement and Commissioning Network
- Treasury Management Network



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