

Service Definition:

Local Gov Income Management System (Local Gov IMS)

G-Cloud 15

LocalGov IMS

Smarter payments and income management, using software written by councils, for councils.

tailwind digital

Local Gov Income Management System: hosting, maintenance and support.

Local Gov IMS is a modern income management and payments platform for UK local authorities. Originally developed by Barnsley Metropolitan Borough Council, the product has been significantly enhanced to deliver stronger performance, security, integrations and usability, resulting in a mature, reliable line-of-business system. It manages payments across online, telephone and in-person channels and automates key finance tasks such as reconciliation with bank data and feeding accurate information into finance systems.

By centralising payment flows and simplifying reconciliation, the platform reduces complexity, manual effort and operational risk for finance and income teams. It integrates seamlessly with services like GOV.UK Pay and can be configured to meet your specific financial processes and work with other merchant acquirers.

Local Gov IMS is open-source software which we support as a fully managed service, including implementation, hosting and ongoing support. We work closely with your finance, income management and IT teams to ensure smooth, secure payment processing from implementation onwards.





Configuration and Implementation

We offer fully supported implementations of Local Gov IMS, helping you to phase out legacy systems with minimal disruption or deliver targeted, LGR-aligned transformation. As part of delivery, we will scope your unique configuration requirements and work closely with you to tailor Local Gov IMS to your organisation, including managing scheduled data imports and exports.



A Complete Payments Ecosystem

As part of the implementation of Local Gov IMS, we will work alongside our partner network which includes Eckoh, DNA Payments, Barclays and GOV.UK Pay to deliver secure PCI DSS compliant telephone payments, in-person payments and online payments respectively.

Local Gov IMS is designed to be modular and flexible so we can integrate with any merchant acquirer or payment services provider of your choice, as well as forms packages for online services.



Training and Knowledge Transfer

Local Gov IMS has been designed by and with local authority users to be intuitive and user-friendly. Implementation includes the provision of training for income management officers, finance teams and operational staff, alongside an extensive digital knowledge base so you and your team can maximise the benefits of the new system to improve back-office efficiency and service delivery.



Integrations

Local Gov IMS is modular and flexible so enables integrations with existing systems, databases and third-party APIs. We will configure these to ensure seamless payments and income data flow and interoperability with core systems, including Revenues & Benefits, ERP, forms packages and CRM. We can also integrate Local Gov IMS with any merchant acquirer or payment services provider of your choice.



Reporting and Dashboarding

Comprehensive and flexible reporting and dashboards combine income data from your core business systems in one accessible place. This enables you to gain a clear picture of income breakdown by Fund Code and Method of Payment, supporting finance and operations activities, supporting enhanced customer service and improving efficiency.


Technology for
public good.



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