# One Revenues & Benefits Automation

Automate and streamline any benefit and change of address claims

The One Revenues & Benefits Automation solution allows you to automate the assessment of new claims, changes in circumstances and change of address that are submitted via your portal. Easily set-up and automate the low-risk claims, claimants will discover quickly how much housing benefit or council tax discount they'll receive. And, you can process claims 24/7 while reducing costs and putting less strain on resources. Its flexible so you can choose exactly the level of automation your service needs and define the claims and changes you want to automate.

The automation functionality is easily set-up within your core system parameters, working alongside your existing online assessments and applications processes to identify and manage assessments from start to finish.

Automated processing reduces processing times from over 40 minutes to less than 2 minutes, 20 times quicker than a member of staff can normally process a new claim manually.
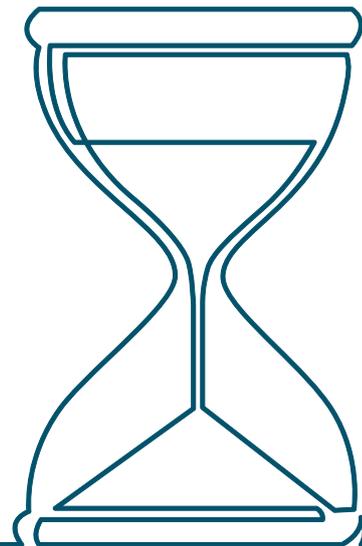
"This is a saving in time. We have reduced the number of people processing claims down by 6. So, automation has helped us to save costs in what is continuing to be a very harsh financial operating environment."

Clive Jones,
Head of Revenues and Benefits – Luton Borough Council

KEY REASONS TO USE ONE AUTOMATION

A unique, single-supplier solution

Fully integrated and embedded within the core One Revenues and Benefits system that requires no third-party software

Most effective Return on Investment (ROI)

Cost-effective, delivering savings almost immediately and helping you to deliver efficient services despite ongoing funding and staff reductions

More empowered and productive workforce

No manual intervention from staff is required, freeing up your skilled operatives to focus on other priorities

Streamlined processes

Automatic updates to the back office eliminating keying errors and greatly improving data capture accuracy

Ultimate citizen experience

The One Automation solution improves citizen experience with quicker responses to online applications

HOW DOES IT WORK?

Citizens log into your authority's portal to complete either an online e-Claim, e-CiC or Change of Address (COA) claim.

Benefit claims or changes that are submitted online go directly into the back office. When a suitable record is identified, the whole update and assessment process is then managed in the back office: the process creates or updates the claim, completes the assessment and produces any relevant documentation associated to it.

An automatic confirmation can be sent directly to the customer, letting them know the outcome of their application, including relevant links and signposting to further services or content. All details are also populated and updated within your revenues and benefits system, creating a full-audit trail.

"The really big story here is that this is totally full end-to-end claim submission, update, creation and assessment with no-one looking at or touching the claim."

Clive Jones,
Head of Revenues and Benefits –
Luton Borough Council

DECISION

ASSESSMENT

AUDIT

APPLICATION

COMMUNICATION
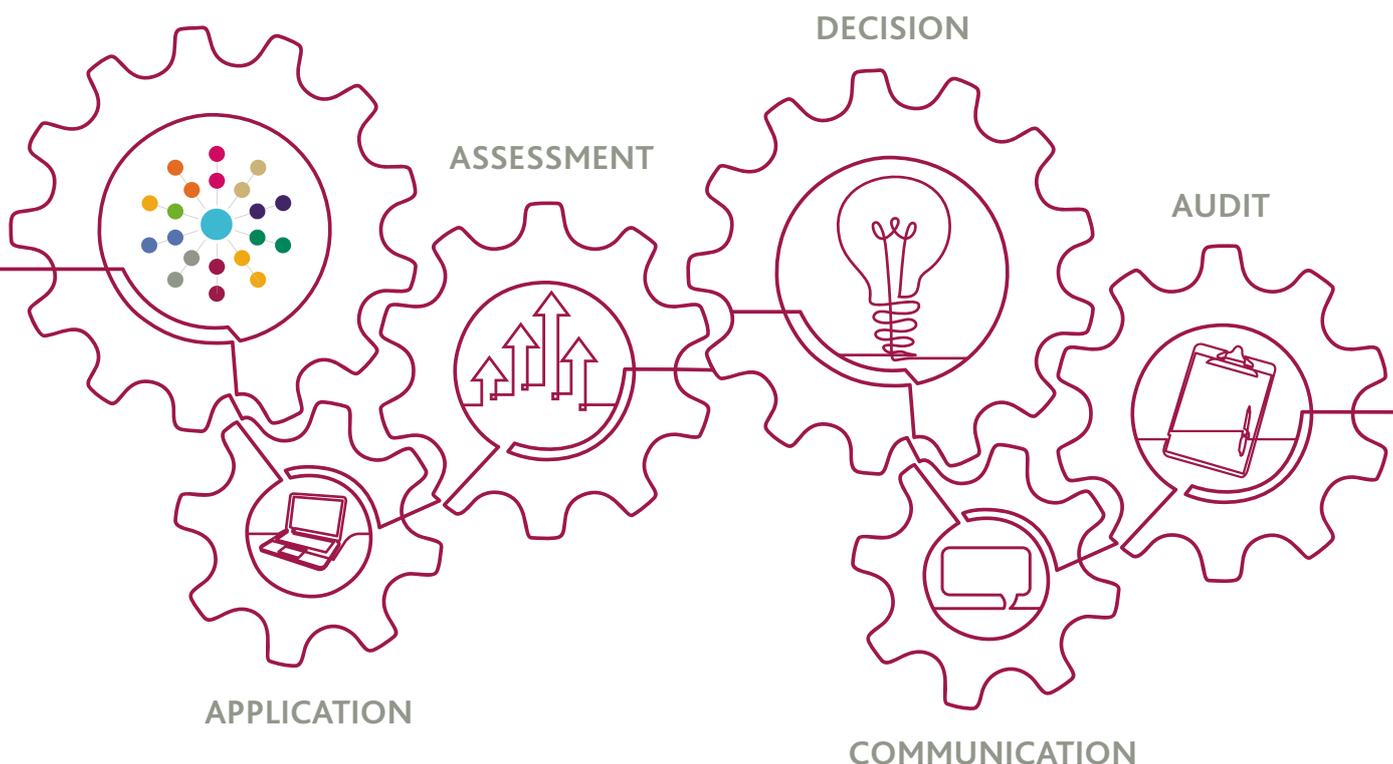
ONE DIGITAL FORMS

Change of Address (COA) form*

The council tax moves automation will provide your authority with real-time, back-office updates, which can lead to substantial reductions in manual processing. Set parameters to control the exact circumstances of cases to be processed automatically giving the ability to manage notifications that involve empty, furnished or unfurnished periods in a single update.

Key benefits

- Highly flexible – easy to set-up your authority can define parametrisation control case-by-case

- Increased processing speed of cases

- User-friendly – provides a summary of the cases in a single view

- Improved accuracy – removes manual data keying

- Additional flexibility – links to Council Tax Benefits (CTB) and Council Tax Support (CTS)

- Improve your customer service – give your citizens access to notify you of a change of address quickly and easily, 24-hours a day

- Efficient – Change of Address notifications from 3rd-party portals, housing associations and local authorities can also be automated.

*This form is included with One Digital Portal

Benefit claims (e-Claims)

Automate the processing of claims that are made via your portal. The intelligent forms can prepopulate specific fields from previous claims and the inbuilt workflow dynamically responds to answers only asking relevant questions to easily extract the information needed to determine eligibility to housing benefit or council tax reduction.

Achieve efficiencies, save money and improve the customer experience.

ESTIMATED SAVINGS IN e-CLAIMS

SAVE £100,000* OVER 3 YEARS

*based on 6,500 new claims processed

ESTIMATED SAVINGS e-CHANGE IN CIRCUMSTANCES

SAVE £250,000* OVER 3 YEARS

*based on 20,000 change in circumstances claims processed

Change in Circumstances claims (e-CiC)

Reduce the need for benefit claimants to contact you via traditional methods to reports changes effecting their benefit claims. The e-CiC form can be accessed via your portal. If the claimant has set-up an account, they can securely log into and view their existing claim details.

KEY BENEFITS OF USING e-CLAIMS AND e-CIC FORMS

- Citizen engagement – citizens can make online claims for housing benefit or council tax reduction
- Operational savings – reduces the cost of producing and administering paper-based claims
- Efficient – reduces the number of days to process new claims, allowing staff to focus on other priorities
- Accurate – no manual intervention needed, removing keying errors
- Flexible – configure integration to Risk Based Verification (RBV) to determine what level of proof is required
- Intuitive – claimants can quickly and easily complete their applications with prepopulation features based on previous claims
- Painless support – Cloud hosting means minimal impact on your IT resource.

"Since purchasing the new claim automation module 12 months ago, Capita have worked closely with us to support our testing and implementation of the product. The majority of our customers make their claims and supply supporting evidence using our e-Claim form without the need to contact the Revenues and Benefits team. The high volume of online claims has helped us to build our knowledge and confidence in the automation product. As a result, we are now seeing increased numbers of new claims being successfully automated."

Mark Ransom,
Assessment Manager – Cornwall Council

ONE DIGITAL FORMS BUILDER

This suite of tools will help you design intuitive and easy-to-use citizen-facing forms. It's flexible and quick to learn yet has powerful workflow and automation capabilities working behind the scenes. Enables teams to build their own forms with pre-configured workflow (e.g. email and SMS) without the help of IT – and to get them up and running fast.

Key benefits

- Reduce operating cost – powerful automation and configuration of workflow processes
- Quick Return on Investment – rapid, simple form and process creation
- Highly secure – penetration tested and designed to secure data appropriately
- Highly-flexible platform design – any sector, any business, any department
- Simple to create, build and adjust forms
- Versatile – citizens can upload supporting documentation such as, photographs, copies of documents, a video or other media to enable the completion of the entire processes in a single view.

ONE DIGITAL PORTAL

Help your citizens access the forms online, letting them track and review information relevant to them. It makes life simpler for them and saves time and cost for you. It's quick and easy to set-up and intuitive for your customers to use. The portal offers rapid resolution of everyday enquiries, encouraging the use of lower cost-to-serve channels, while improving the accuracy and security of the data you capture as it flows smoothly into your back office systems.

"Capita's One Digital solution has allowed us to build services around the needs of our citizens, providing them with more accessible, convenient, responsive and inclusive channels of engagement. Even for the most complex queries, we anticipate the ability to easily join up information from across the Council rather than individual service lines. This will enhance citizen experience while also generating efficiency savings for the Council."

Paul Turrell,
Chief Executive – Runnymede Council

Key benefits

- Convenient – It's an improved, 24/7 experience for your customers
- Accurate – Data flows directly to your back-office systems with less chance for error.
- Secure – Both at sign in, and with optional secondary stage authentication for access to sensitive or payment-related issues.
- Efficient – Saves time and effort for staff. Also reduces avoidable contact as customers can track the status of requests themselves.
- Citizen Focused – Empowers citizens to access services at a time and through a channel that suits them.

One Automation is optimised to work with One Digital forms but is also compatible with third-party e-Forms.

One Revenues and Benefits fully-integrated automation solution releases your staff from the time-consuming task of manually processing any type of claims and change of address instead they can focus on complex priority tasks with the added bonus of a reduction in the risk of error through rekeying. The lives of customers will also be improved as they can now submit their claim online and quickly receive confirmation of their entitlements.