

Self Service e-Change in Circumstances



Reduce the overhead presented by changes in circumstance

Electronic claim forms for Housing and Council Tax Benefits have been widely adopted by local authorities, realising considerable benefits. With local authorities processing more than twice as many changes in circumstances as new claims, the opportunity for making efficiency savings with electronic changes of circumstance is greater. This need will continue, even with the onset of Universal Credit.

Self Service e-Change in Circumstances works in a similar way to electronic claim forms. Customers can notify their local authority of a change in circumstance online via the authority's website. The information provided is then sent directly to the eStore within Capita's Benefits application, where it can be quickly and efficiently reviewed and processed by a benefits assessor.

This approach offers many advantages over traditional paper forms:

Reduced administration

Officers do not need to spend time scanning and indexing forms or manually keying information into Capita's Benefits system

Changes processed faster

Improved performance against NI181 (time taken to process new claims and change events)

Increased self service usage

e-Change in Circumstances provides a compelling reason for customers to use the Self Service Benefits solution, encouraging channel switching and reducing costs

Reduced environmental impact

Printing and stationery costs are reduced

Fewer overpayments

Eliminating manual keying allows claims to be processed faster, reducing the risk of overpayments

Reduced error

Authorities can ensure that information provided by the customer is always the same as information entered into Capita's Benefits system

More changes received

e-Change in Circumstances makes it easier for customers to inform the authority of a change in circumstances at any time, increasing the likelihood that changes will be declared and improving NI180 (Changes in Housing and Council Tax Benefit entitlements) performance.

e-Change in Circumstances is accessed via Capita's Self Service solution, providing a secure communications channel between claimant and authority. Customers are required to log in and information is encrypted before transmission.

The form is simple to use - customers are presented with the existing information held concerning their circumstances in a clear, simple, jargon-free way. They can then quickly and intuitively edit the information presented before submitting the form for processing. Guidance and data validation is used to ensure customers provide all the information required.

e-Change in Circumstances is also available for mobile and your CRM via Capita's Integration Portal.

For more information, including an assessment of the business case for your local authority, contact your Capita account manager.