



Mobile Solutions for Revenues and Benefits

Solutions for mobile working are among the few technologies that are truly capable of transforming public sector service delivery. As such, there are a number of reasons for organisations to consider mobile working.

A field force of mobile workers generating real time information for a single, shared IT system has distinct efficiency advantages. Information is less likely to be duplicated, productivity is increased since workers do not need to return to the office to re-enter information, the use of office space is optimised and delivery of services enhanced, thus making optimal use of staff resources.

Mobile computing provides many benefits to our customers, enabling staff to carry out day-to-day duties remotely, either from home or an 'on site' location. Capita's mobile solution for Revenues and Benefits delivers the following capabilities:

Housing and Council Tax Benefits

Our Benefits applications provide the capability to complete a new claim online as well as carry out targeted visits in line with PM10 best practice:

New Claims

This module gives officers access to an e-Claim form via a mobile device, providing an online application form for Housing Benefits and Council Tax, which officers can complete in people's homes or other remote locations.

The form is based on the HCTB1 and includes provision for step-by-step guidance for claimants as well as the facility for individual local authorities to include bespoke information about local schemes and requests for backdating. The forms can be tailored to incorporate the authority's own logos and branding.

The form is supported by intelligent scripting, ensuring that potential claimants are only required to answer questions that are relevant to their individual circumstances. It can also provide claimants with details of the evidence and information required by the local authority in order for HB/CTB to be awarded.

Information gathered is then sent online to the back office for processing, removing the overhead of data entry from paper based claims. In order to provide sufficient flexibility, e-Claim can accommodate tailored local information, including optional invitations to claim Discretionary Housing Payments (DHPs), details of local verification criteria and Information about anti-fraud policies.

Other Visits

The recent legislative changes with regards to the Verification Framework (VF) have caused some local authorities to question the need to carry out visits and the value that this delivers in the context of PM10. However, emerging PM10 best practice demonstrates that visits remain a highly effective tool in ensuring that the 'right benefits' are delivered to claimants. The mobile solution allows Officers to access visits from the back office system as well as uploaded visits in advance. With the integration of MS MapPoint, visits can be ordered in a logical 'walking order', saving the officer both time, accommodation costs and petrol expense.

Details of visits can be viewed via a mobile device. Existing core housing benefit information is displayed including claim type, case type, household, income and rent details. The Visiting Officer may then compare the details stored on the device (and as such the core application details) with those now identified as a result of the visit.

Additionally, the visiting officer may select any option in line with the MIS returns (i.e. claimant not in, information correct or circumstances changed). Any selection made will update the core housing benefit application with the desired result.

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Included within the application are the Appendix 5 and 6 documents, which an officer can use to record any changes in circumstances, these documents are customizable and so can be changed from the template provided, perhaps to resemble the authorities current paper forms.

The mobile device itself contains contact lists, calendar/diary, voice recording facilities and will also be configured in order that the visiting officer might also send and receive email while on location, thus providing a truly mobile solution.

Council Tax and NDR Inspections

The solution design forges links between the Council Tax database and a personalised mobile device, providing real time access and updates to officers out on the field.

The Council Tax and NDR Inspections modules provide staff with the ability to be permanently 'off site' while still effectively carrying out their day-to-day duties. Details of void/empty or exempt properties are identified in the normal manner but can then be assigned to the appropriate Inspector and sent to the inspector's own mobile device.

Once on the handheld device, the inspector will have access to all the necessary information required from the system such as address, empty start date and details of the previous inspection including notes, owner details, band, composite indicator and completion notice details.

With the integration to MS MapPoint, the device can also order these inspections in the most cost-effective route and display a map of the suggested route the inspector should take.

The online Council Tax system will inform the user when a property has been downloaded to an inspector's mobile device. If any amendments are actioned against the property, the user can request that the Inspector is informed of this update. When an inspection is finalised, the details for that property record on the device can be updated and marked as complete. Completed inspections can then be sent back to the core application database remotely or locally if required.

Additional device facilities enable the user to remotely send and receive email and use a comprehensive list of contacts and personalised diary/calendar functions.

Fraud Management

This application provides fraud officers with the ability to access fraud-related visits, from the back-office system, which can also be uploaded in advance. This application is also integrated into MS MapPoint software, so visits can be ordered in a logical 'walking order'.

Details of all selected visits may then be viewed via a mobile device. Existing core housing benefit information is displayed including claim type, case type, household, income and rent details. The visiting officer may then compare the details stored on the mobile device (and as such the core application details) with those now identified as a result of the visit.

The mobile device itself contains contact lists, calendar/diary, voice recording facilities and will also be configured in order that the visiting officer might also send and receive email while on location, thus providing a truly mobile solution.

About Capita Mobile Solutions

Capita Mobile Solutions is a fast growing business which specialises in the provision of applications to support remote and field-based workers and, as such is a key element of the Capita Software Services division. Our mobile working solutions can provide the catalyst to transform service delivery whilst saving money and improving productivity.

Beginning with the development of applications for Revenues, Benefits, Housing and Education, Capita Mobile Solutions portfolio has grown to incorporate a range of services for business consultancy, managed service and the capability to now mobilise any application in use in local government to offer a truly enterprise wide solution.

At Capita Mobile Solutions we understand the mobile world and have applied our knowledge of the 'back-office' processes to develop robust, reliable and secure solutions to mobilise your workforce.