

Mobile Courts module



The Mobile Courts module from Capita Revenues and Benefits empowers officers attending court by providing instant access to the information needed to resolve queries and prevent adjournments. This software also enables staff to make arrangements.

Mobile Courts reduces the administrative overhead presented by court hearings. Information required is downloaded to a mobile device, negating the need for staff to print it prior to the hearing or telephone the office once at court to resolve queries. Arrangements agreed at court can be recorded on the mobile device and once connectivity is available, Capita Revenues can be updated without the need for manual keying. Similarly, notepads, circumstance codes and diary dates can also be updated.

Benefits of implementing Mobile Courts:

- **Instant query resolution**
All the information required is instantly accessible from the mobile device. There is no need for telephone calls interrupting office staff
- **Reduced number of adjournments**
Key information is available to officers in the court room as and when required, helping reduce the number of adjournments
- **Improved customer service**
The application provides in-depth information about a customer's Council Tax account, enabling queries to be resolved there and then
- **Reduced administration pre-hearing**
Key information is downloaded to the mobile device, removing the need to locate and print sheets prior to court.
- **Reduced administration post-hearing**
Arrangements can be made and notes added to an account at Court using the mobile device. This eliminates the need for manual data entry into Capita Revenues upon return to the office.

For every case on the Court list the following information, where available, is accessible via the mobile device:

- Information in existing court batch report
- Account notes*
- Property notes connected to the account*
- Notice notes*
- Enforcement notes*
- Circumstance codes and diary dates*
- Bill details and amount due
- Benefit periods and awards
- Existing arrangements (whether they relate to the current summons or not)
- Provisional arrangements* - these may be accepted via the mobile device.

*Information marked with a * may also be updated from a mobile device*