



Electronic Change in Circumstances for Mobile

Electronic Change in Circumstances for Mobile streamlines the handling of changes of circumstances collected in the field, enabling quicker processing times whilst using less resource in the back office.

The importance of ensuring that customers receive the correct amount of benefit and that any change in circumstance is processed promptly is illustrated by National Indicators 180 (right benefit indicator) and 181 (right time indicator).

Of the 3.4 million changes in circumstances processed each year many will have been collected in the field by visiting officers, representing a significant administrative overhead to local authorities.

Electronic Change in Circumstances (eCIC) for Mobile eliminates the need to manually key into the Capita Benefits system changes in circumstances collected in the field. Removing this step enables local authorities to process changes in circumstances more quickly, thereby streamlining local authorities' workloads by reducing both manual data entry and time spent recovering overpayments.

Providing a functionality rich and user friendly interface for collecting changes in circumstance, eCIC for Mobile works in conjunction with the existing Intervention and Fraud visits functionality, enabling a change in circumstances to be completed as part of the normal visit process. Alternatively, the form can be used independently allowing changes in circumstance to be collected on a more ad hoc basis.

Visiting officers can search for claimants and view existing claim details in the field and can then update the data held regarding a customer's circumstances when and where required.

When connectivity is available, the mobile device can be synchronised with the back office transferring all information collected into Capita Benefits without the need for manual intervention. Data received from the Mobile device by Capita Benefits is stored awaiting the attention of a Benefits Assessor.

eCIC for Mobile offers local authorities many benefits including:

- **Reduced administrative overhead** – less time spent on manual data entry and overpayment recovery in the back office enabling local authorities to focus resources in other areas
- **Improved accuracy** – automatic validation of data entered eliminates errors introduced by manual rekeying of information
- **Improved National Indicator performance** – eliminating manual data entry enables more changes in circumstances to be processed by each assessor helping to improve performance against NI 180 and NI 181
- **Improved security** – the Mobile device can be encrypted ensuring that information stored is only ever available to authorised officers
- **Reduction on overpayments** – changes in circumstances are processed more promptly reducing the number of overpayments created.