CASE STUDY

ANGUS COUNCIL

Angus Council borders Aberdeenshire, Perth & Kinross and Dundee City, and has a population of 116,000. Key local industries include agriculture and fishing, with 40% of Scotland's Class 1 agricultural land being found here.
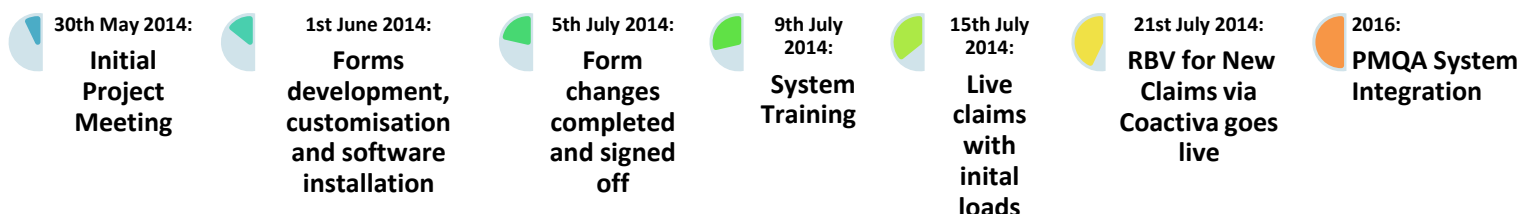
Revenues and Benefits eClaims Solution

Following success in a competitive tender process, Victoria Forms and Angus Council worked in collaboration to plan the implementation of an efficient, scalable and user-friendly Revenues and Benefits eClaims solution within two months.

Victoria Forms promised a swift implementation and following the successful installation of Enterprise Forms Server, Angus Council were accepting live data for new claims and change of circumstances reports within seven weeks via assisted completion. This included integration of eForms directly into the Civica Comino document system - once submitted, eForms are automatically converted into a PDF file and integrated into Comino. This ensures only relevant completed pages are saved in the PDF output and also circumvents the entire scanning process, which is time consuming and costly.

The subsequent two weeks saw the implementation of Coactiva's Risk Based Verification service for new applications, resulting in personalised evidence requirements being returned to the eForm at the point of submission. Using sophisticated data analysis, RBV marks over 50% of applications as low risk, meaning they do not need evidence document checks, which eliminates the time-consuming verification processes.

Taking assisted live claims within 7 weeks of initial project meeting

30th May 2014: Initial Project Meeting

1st June 2014: Forms development, customisation and software installation

5th July 2014: Form changes completed and signed off

9th July 2014: System Training

15th July 2014: Live claims with inital loads

21st July 2014: RBV for New Claims via Coactiva goes live

2016: PMQA System Integration

Key Benefits

➢ Planned, installed, configured and accepting live claims within seven weeks
➢ Direct integration with Northgate back office for key Revenues and Benefits process increases savings
➢ RBV integration reduces verification processes

First Full Year of Form Submissions
(2014 / 15)

Total Submissions: **2141**

78

793

1271

■ CIC (59%)

■ HBCTR (37%)

■ Other (4%)
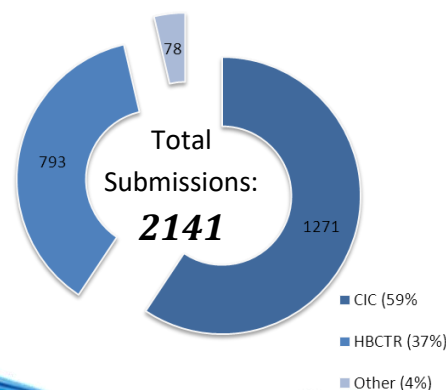
Future Plans

Angus Council is working with Victoria Forms to considerably reduce the re-keying of data by utilising direct integration into Northgate systems for all key processes. The latest system development for Angus is and added facility for Angus to track how long Assisted Claims are taking staff to complete by integrating data with Northgate's PMQA system (records when a form is started, and when submitted). Processes including change of circumstances reports for benefits, and change of address notifications for revenue. These eForm processes will automatically update the Northgate system with minimal staff intervention, significantly improving efficiency and reducing processing times.

Angus' Successes

Angus Council's success can be summarised as follows

- 26% reduction in incoming calls
- 27% reduction in counter calls
- 67% reduction in outgoing letters
- 70% of new claims now online or phone
- 79% of changes now online or phone
- 29% improvement in speed of HB/CTR new claims processing 2014/15
- 20% improvement in speed of HB/CTR change of circumstances processing 2014/15
- up to 32% quicker than UK average speed of HB new claims processing in 2014/15
- up to 35% quicker than Scottish average speed of HB new claims processing in 2014/15
- up to 64% quicker than UK average speed of HB changes processing in 2014/15
- up to 64% quicker than Scottish average speed of HB changes processing in 2014/15
- 28% improvement in speed of HB/CTR new claims processing 15/16 to 14/15
- 33% improvement in speed of HB/CTR change of circumstances processing 15/16 to 14/15
- 92% either very satisfied or satisfied with the facility to claim online or by telephone
- 94% either very satisfied or satisfied with their experience of claiming online or by telephone
- Total net savings generated £156,000 including 7.5 FTE posts