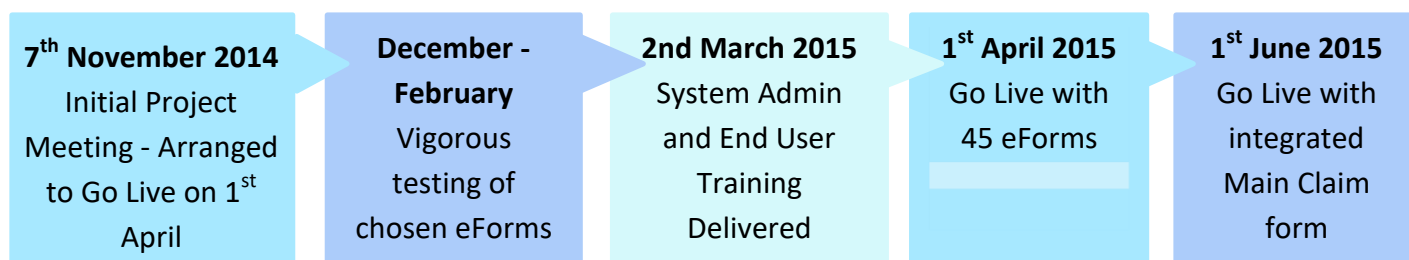# CASE STUDY

BARNSLEY METROPOLITAN BOROUGH COUNCIL

Barnsley is located in South Yorkshire and has a population of 235,757. It is surrounded by several smaller settlements which together form the Metropolitan Borough of Barnsley.

Project Implementation

Barnsley Council chose Victoria Forms' solution to act as a major part of their customer focused transformation of their Benefits, Taxation and Income Services.

On the 1st April 2015, Barnsley went live with 45 eforms – The solution enabled Barnsley to develop a full package of forms suitable to their requirements, covering all areas of Benefits, Taxation and Income Services. This replaced many of the paper forms in use within these areas.

40 of their chosen eForms are taken directly from our Standard Revenues and Benefits eForm Library, allowing fast implementation of a large number of customer interactions. Barnsley Council and Victoria Forms worked together to further develop and adapt the forms to their specific needs. Over the three months prior to the chosen go live date, Barnsley also developed a five custom forms with our Design Team.
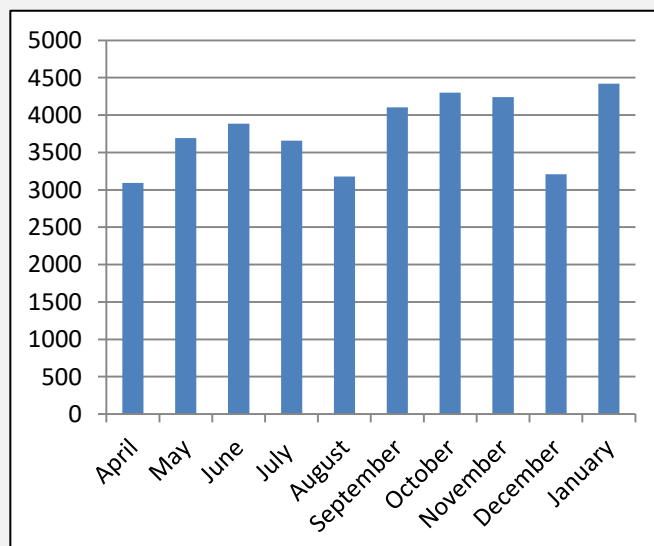
7th November 2014 Initial Project Meeting - Arranged to Go Live on 1st April	December - February Vigorous testing of chosen eForms	2nd March 2015 System Admin and End User Training Delivered	1st April 2015 Go Live with 45 eForms	1st June 2015 Go Live with integrated Main Claim form

First Ten Months of eforms

➢ Over 100 forms successfully submitted on first day.

➢ Over 37,700 forms submitted and processed in the first ten months.

➢ Over 3000 claim forms successfully risk scored and integrated into estore and information at work during June after going live with integration on the 1st June.

➢ Over 11,000 evidence attachment forms submitted and processed in the first ten months.

Number of eForms submitted

April 2015 to January 2016

Risk Based Verification

Upon submission of Barnsley's Main Claim Form and Change in Circumstances Form, the data which has been entered on the form by customers is automatically analysed and assessed and a risk score is generated as low, medium or high.

These two eForms also use the answers given by the customers on the form to compile a list of required evidence to support the claim / changes to circumstances. Once the form is submitted, the risk score informs the claimant of the format in which this evidence needs to be provided; for example, if the evidence must be original documents or whether photocopies / scanned images will be accepted as proof. For cases deemed to be 'low risk', a message is sent back to the online form, to remove or reduce the verification of evidence requirements.

After the form is submitted, the evidence checklist is shown and emailed to the applicant. Barnsley Council pioneered a separate Victoria Forms Evidence Attachment eForm. In the hours or days after submitting the form, the customer assembles their evidence documents. They can photograph or scan these documents.

Evidence Attachment eForm

This eForm is one of Barnsley Council's most frequently received eForms, with submissions accounting for 29% of all the council's applications in the first ten months.

This sole purpose of this eForm is to allow claimants to submit their evidence documents online – where originals are not required, meaning in most cases claims can be completely online.

Staff who process evidence that has been brought into the Council offices also use this eForm to capture evidence. This ensures that all evidence is indexed in the same way, alongside the relevant claim form in Barnsley's document system.

Current Submissions and New Forms

Barnsley Council received 60,937 submissions between May 2016 and May 2017; averaging at 166 Form Submissions per day. New Forms which have been designed or are currently being designed for Barnsley Council include: Discount & Exemptions Review Form, Survey Forms, customised Non Domestic Rates form and Extra Room for a Disabled Child form.

"The service provided by all staff at Victoria Forms was second to none. The people at Victoria Forms are very knowledgeable in all aspects of the development of the forms. There was always a very quick response to any queries and a willingness to help and work with the Service Team."

Helen Briers; Benefits, Taxation and Income Manager