



PAPER TO ELECTRONIC - A PRACTICAL SOLUTION

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Library of Forms

- » **A new start - Housing Benefit/CTB form**

- » **Later expansion;**
 - » HB/CTRS Change in Circumstances
 - » DHP application
 - » DHP Removal Costs
 - » Self Employed Income
 - » Free School Meals

Evolution of Online Forms

- » **HB Application form –**

- » Council Tax Reduction, Free School Meals and Universal Credit

- » **Paper forms –**

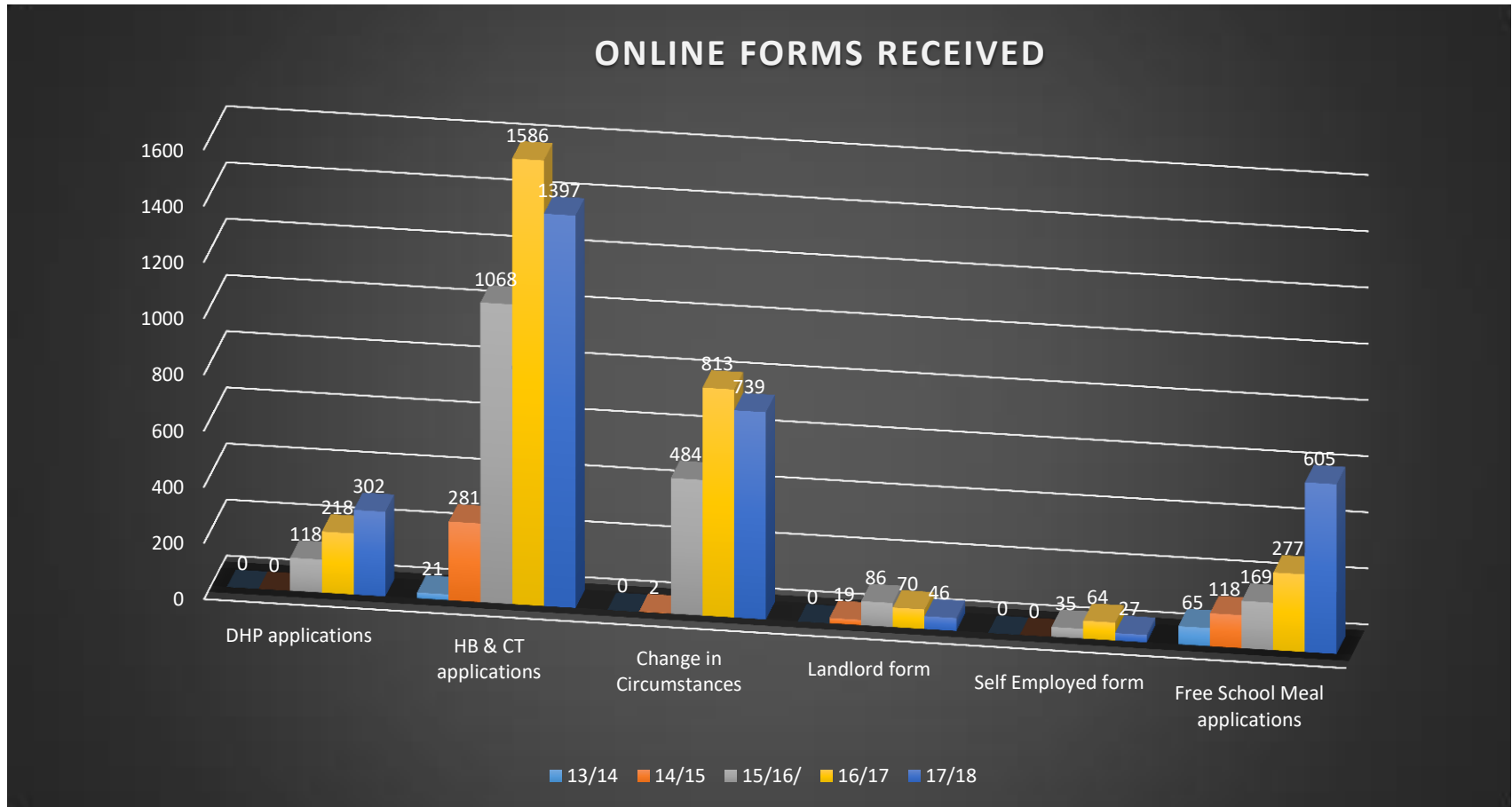
- » COA, COH, COI & FSM

Bi-Lingual Forms

- » **Creating a new Welsh batch**



Increase in Online take-up





Conclusion – A Total Move to Online

- » **My Accounts –**
 - » Landlords
 - » E-Notifications
 - » E-Secure