

Eforms @ Gosport

**The Story so Far...**

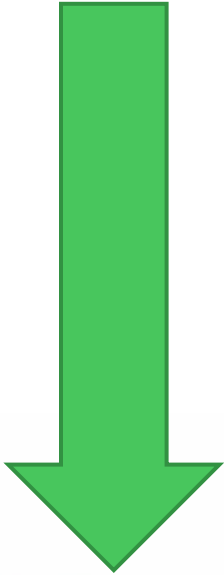


**Lets play Bingo !**

So...eyes down, look in



Did anyone get the first number??





# An overview

- ▶ The products introduced
- ▶ Challenges faced; staff and customers
- ▶ Results
- ▶ Channel shift - where next?

# April 2011

## ▶ Introduction of Assisted Claims



- ▶ Electronic 'New Claim' Form
- ▶ Assisted - over the telephone
- ▶ Assisted - in person at counter
- ▶ At home
- ▶ Promised fast tracked payment if all info received within 2 days
  - ▶ Still required a signed paper declaration until



# Still lots to do...



## HOUSING AND COUNCIL TAX BENEFIT

Thank you for calling into the Town Hall to tell us you would like to make a new claim for Benefit.

As we no longer offer paper forms, we will now complete your claim over the telephone. You have already given us your telephone number so this is what happens next: ~

We will call you within the next 2 days and give you a confirmed appointment time to complete your claim over the telephone. When we call you for your appointment, you must have the following details to hand, as we will ask you for these: ~

- National Insurance number for yourself (and any partner)
- Income details for yourself (and any partner) ~ inc benefits, earnings, Tax Credits etc
- Bank details for yourself (and any partner) ~ inc. account numbers, sort codes and balances
- Rent details including Landlords name and address
- Non-dependant details (if applicable) – inc. details of their income

We will tell you if you need to provide anything else at the end of your appointment.

Tel: (023) 9254 5325, Fax: (023) 9254 5526

Web Site: [www.gosport.gov.uk](http://www.gosport.gov.uk) email: [benefits@gosport.gov.uk](mailto:benefits@gosport.gov.uk)

▶ Record ITCs

▶ Book tele-appointments

▶ Write out to invite claims from ETD's





# And the feedback?

## ▶ From Customers

- ▶ ‘Much less hassle’
- ▶ ‘Excellent service’

## ▶ From Assessors

- ▶ Negativity
- ▶ Reluctance...but not with the form...but the RBV!

Risk Based Verification

# July 2014

- ▶ Introduction of 'Online' Claim form
- ▶ No signature required
- ▶ No ITC's
- ▶ New Self-Serve terminals

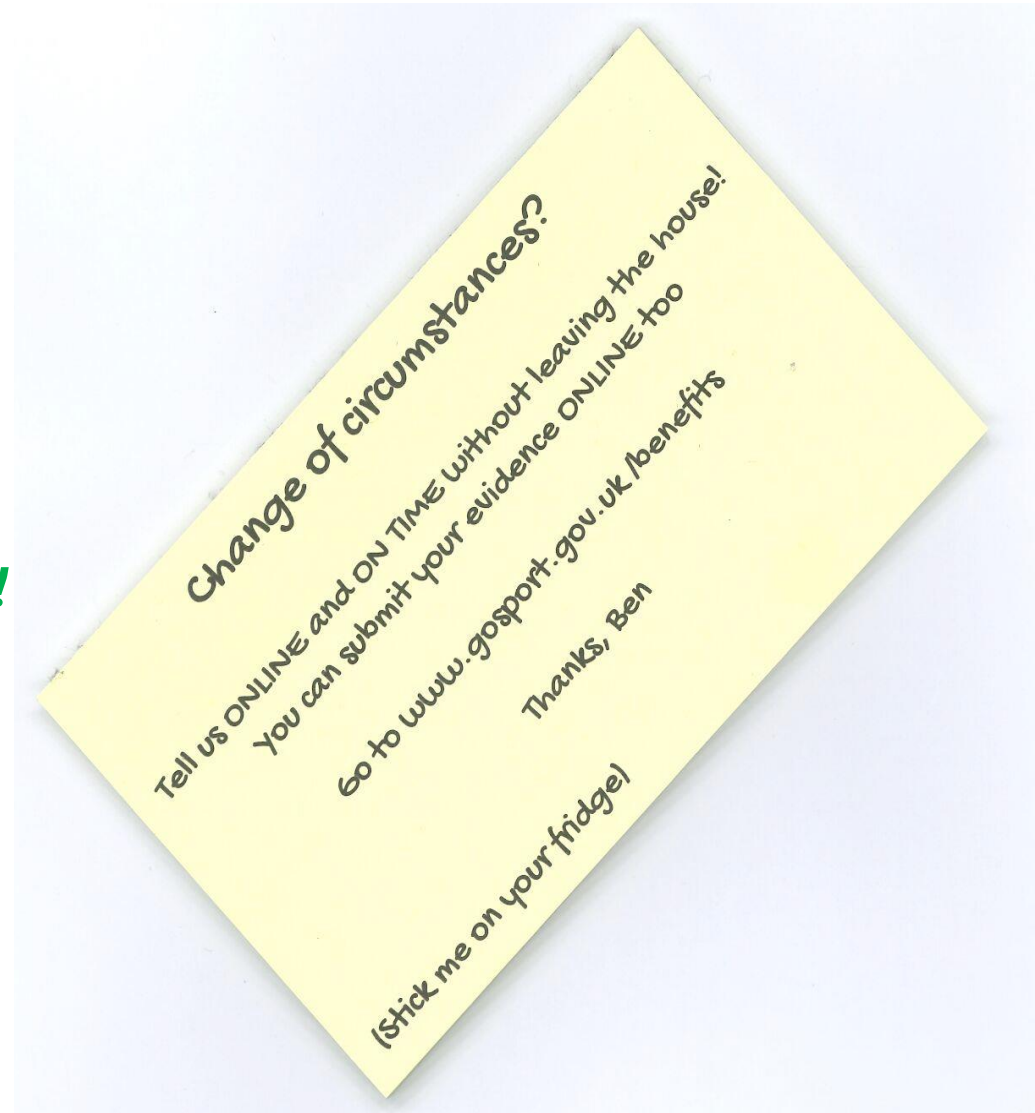
# April 2017

## Introduced Online Change of Circs form

*Tell us on-line and on time!*

## Tool to upload evidence



*PC, scanner, digital camera, smartphone, tablet*



# September 2017

- ▶ Evidence only module...whoo-hoo!

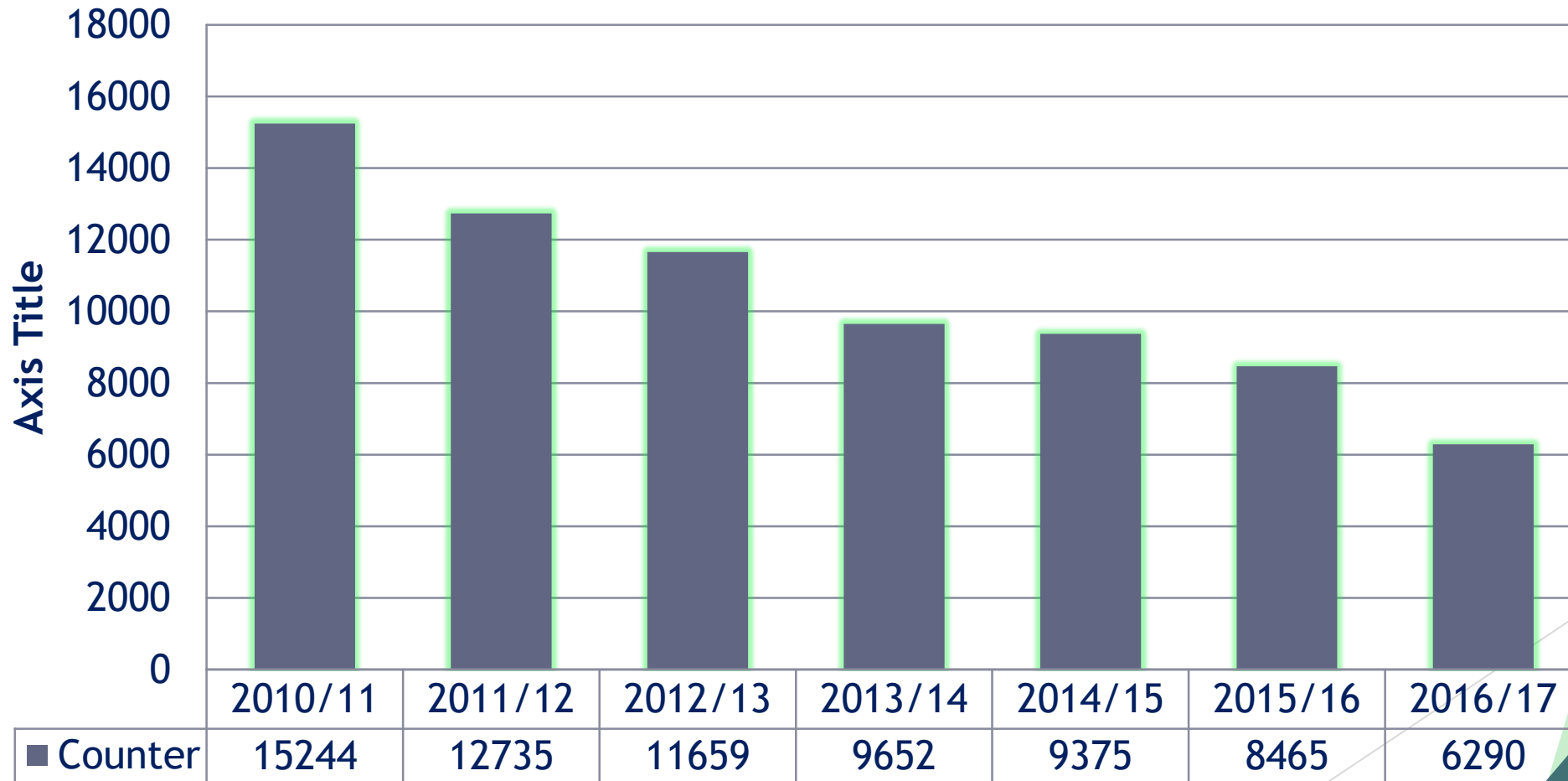
## Gosport Borough Council Self Service

		
 <b>Housing Benefit and Council Tax Support Claim form</b>	 <b>Housing Benefit and Local Council Tax Scheme Change of Circumstances form</b>	 <b>Upload evidence only form</b>



# So what have we achieved?

## Reduced Footfall



# So what have we achieved?

## New Claims processing

- ▶ From an average of 33 days
- ▶ Reduced to 14 to 17 days
- ▶ Introduced new PI - How many days to assess a claim from date of 'all information received'
  - ▶ Average of 2 days



# So what have we achieved?

## Forms

### ▶ Q1 2017

- ▶ 209 E-COC
- ▶ 348 Tele COC

### ▶ Q2 2017

- ▶ 389 E-COC
- ▶ 170 Tel call



# Where next?

- ▶ Increase e-changes
- ▶ Reduce footfall
- ▶ Remove the drop-box
- ▶ Reduce returns
- ▶ **STOP the emails!!!**

