

Teignbridge District Council

How we achieved 100% take up of our online benefit claim form
(well 99.99%!)

Rob Duddle

Senior Projects Manager

Karen Land

Benefits and Taxation Team Leader

Teignbridge District Council

HB1

HB1

HB1

Evidence Request Form

Evidence Request Form

HB1

Evidence Request Form

Habitual Residency

Habitual Residency

HB1

Evidence Request Form

Habitual Residency

Self Employed Earnings

Self Employed Earnings

HB1

Evidence Request Form

Habitual Residency

Self Employed Earnings

Direct Payment to Landlord

Direct Payment to Landlord

HB1

Evidence Request Form

Habitual Residency

Self Employed Earnings

Direct Payment to Landlord

LA1 – Second Home

LA1 – Second Home

Change in circumstances

5421

1580

87

567

288

37

1709

@ 08/11/17

Awareness

Signposting

Awareness

Coming Soon

Housing Benefit

Claims are going digital

What does that mean for you?

- ✓ Applications will be online-only
- ✓ Accessible 24 hours a day
- ✓ Anytime, anywhere
- ✓ By smartphone, PC or tablet
- ✓ No more paper or postage
- ✓ Saves time and money

More info at www.teignbridge.gov.uk/benefits

Awareness

Coming soon
Housing Benefit
Claims are going digital

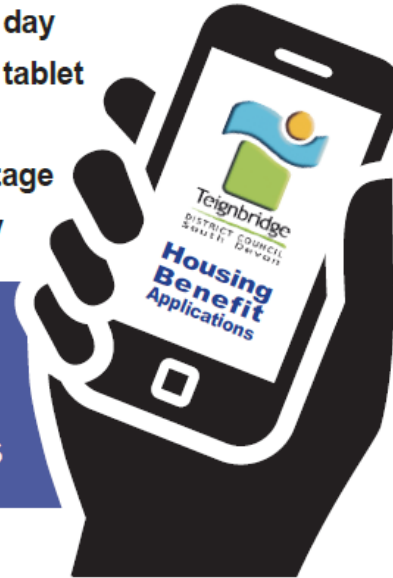


What does this mean for you?

- Accessible 24 hours a day
- By smartphone, PC or tablet
- Anytime, anywhere
- No more paper or postage
- Saves time and money

When will it happen?

July 2015 onwards



More info at
www.teignbridge.gov.uk/benefits

Awareness

Housing Benefit and Council Tax Support from 3rd November 2015 claims are digital

What does this mean for you?

- Accessible 24 hours a day
- By smartphone, PC or tablet
- Anytime, anywhere
- No more paper or postage
- Saves time and money



www.teignbridge.gov.uk/benclaim

Signposting

Don't have access to the internet?
 Don't know how to use a computer
 or a tablet?
 Get access and help to do it online.

Libraries	Address	Tel
Ashburton	Post Office, 4 St Lawrence Lane, TQ13 7DD	None
Bovey Tracey	Abbey Road, TQ13 9HZ	01626 832026
Buckfastleigh	Town Hall, Bossell Road, TQ11 0DD	01294
Chudleigh	Market Way, TQ13 0HL	Other Location Learn Devon Passmore Edwards Centre Based above New computing session Tel: 0345 155 101
Dawlish	Lawn Terrace, EX7 9PY	Eat That Frog Leatside House, B 'Eat That Frog' is a get ahead by learn computers, they w Tel: 01626 333307
Kingskerswell	1 Newton Road, TQ12 5EH	*Note their office w For their new address
Kingsteignton	Newton Road, TQ12 3AL	Teignbridge City 36-38 Market Walk, You can drop in and need extra help with www.teignbridge
Moretonhampstead	Fore Street, TQ13 8LL	
Newton Abbot	Passmore Edwards Centre, Market Street, TQ12 2RJ	01392 384012

Local libraries offer free wifi, and 2 hours access to computers .

It's free to
 The library
 forms for
 www.devon

Do you buy on Amazon or Ebay?

What about Facebook?

Have you got a smartphone?

Do you use an Ipad or tablet (like a Hudl?)

Can friends or family help you?

Every library has free computer access and free Wifi

Are you comfortable using a computer or tablet?

don't apply to you

Only asks the questions relevant to your circumstances

Gives you a list of any evidence you need to attach or send in

Tells you if you have missed any questions on the form

You can take a picture of the docs on your phone and upload them to your application

You can save the form and go back to it and complete when convenient

It means a quicker process

Teignbridge
 DISTRICT COUNCIL
 South Devon

Have access to the internet?
 Know how to use a computer?

access and help to
DO IT ONLINE

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