Online Change in Circumstances

Automation with your back-office systems

To reduce the resources needed to process Change in Circumstances, Victoria Forms provides automation to the procedure. Data entered on the eForm is sent directly to the **Capita Academy, Civica Open Revenues and Northgate systems**. This significantly reduces the resources designated to the re-keying of information received via a paper form or non-automated eForm.
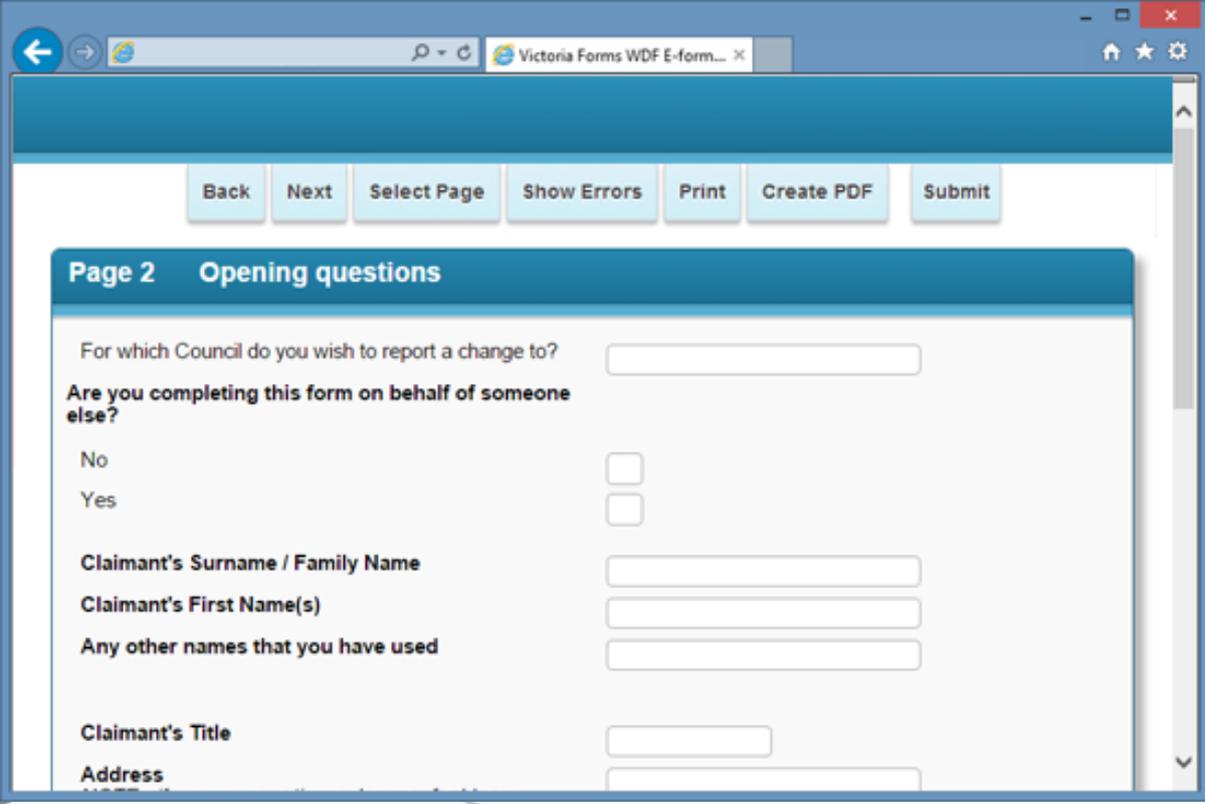
Intelligent eForm

The Change of Circumstances eForm was designed in collaboration with multiple Local Authorities in the United Kingdom. Detailed questions and supporting entry validation for identified "key change" areas ensure that the applicant fills in data to allow the Council to process the change immediately and also for the change to be automatically updated on back-office systems.

Users only see the pages and questions that are relevant to them. Designed to maximise ease of use, as information is entered on screen the form opens or closes questions and sections of the page, depending on whether they are relevant to the applicant.

eForm branding

The eForm is branded for your Local Authority, providing users with a consistent transition between the corporate website and the eForm -

Example branded CIC eForm

To find out more, please contact us - Tel: **01284 701 000** or email **VicFormsSales@victoriaforms.co.uk**

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Integration in practice

Exported data from the Change of Circumstances eForm is used to update the benefit back-office systems automatically with the changes reported by applicants. The eForm captures data specific to the type of change, and using live claim data drawn from your back-office system in combination with the information reported on the eForm, the complete claim data (in XML format) is written and updated to the back-office system. **The automation process is similar for Capita, Civica and Northgate back-office systems.**

Our Change in Circumstances module covers the following types of changes:

1) Partner moving in or out of household
2) Partner change in income
3) Partner change in capital
4) Other adult moving in or out of household
5) Other adult income change
6) Child moving into or out of household
7) Household member going to be temporary absent
8) Change of Rent
9) Change of Landlord details
10) Change of Address (move within)

Customer Focus

London Borough of Waltham Forest commenced use of the automated Change in Circumstances eForm in mid-2014, this is further to the full eClaim and supplementary eForms already in use. Self-service and assisted submissions are exported and automatically update the **Capita eStore system**. Further integration with the **Coactiva Risk Based Verification** system reduces evidence verification costs for reported changes.

> Introducing eclaiming has improved the quality of service our customers receive. We no longer experience processing delays due to late scanning and indexing or missing claims, as everything is accessible immediately. **Nalda Russell-Stowe, Benefits Unit Manager**

Why Victoria Forms?

- *UK's No.1 supplier of Local Authority Benefit eForms*
- *Proven track record of successful project delivery*
- *Unique, powerful eForms technology*

Updates

Victoria Forms ensures that the CIC eForm and integration routine are kept up to date with any changes to legislation, advancements and general improvements.