

# CASE STUDY

## ANGLIA REVENUES PARTNERSHIP

ARP is a group of seven Local Authorities working together to provide a shared service to the residents of Breckland Council, East Cambridgeshire District Council, Forest Heath District Council, St Edmundsbury Borough Council, Fenland District Council, Suffolk Coastal District Council and Waveney District Council; with a combined population of 729,657. Since its creation in 2003 the Partnership has provided both significant improvements in service delivery & annual financial savings in excess of £2,000,000 per annum.

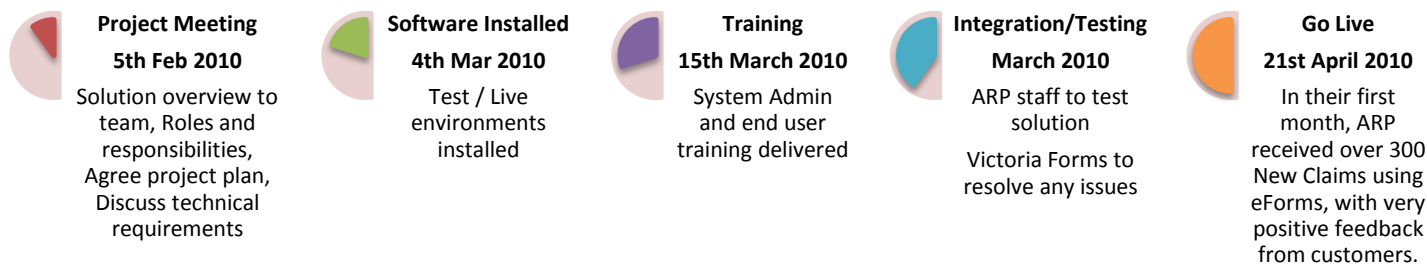
### Why Victoria Forms?

The Anglia Revenues Partnership wanted to move seamlessly from paper claim forms to online forms and successfully implement a robust, scalable and user friendly eClaims solution with the aim of saving money on printing, processing and reducing customer error.

They also needed a solution that integrated into multiple back office systems, so that claims could be directed to departments at each individual Council for processing.

### Our Solution

Within just 4 weeks from the initial step of our software installation, ARP was up and running with their first five online forms ready to be completed by the public.



Staff within the Council's Customer Contact Centre, and their mobile 'One Stop' service were trained so they could deliver an assisted claim service for those without access to the internet, ensuring no applicants were excluded from applying because of the move to an online facility.

Upon submission, Housing Benefit / Council Tax Reduction (HB/CTR) new claim forms are converted into a PDF file and indexed into Civica Comino Document Imaging System via email. Forms are automatically routed to the relevant Council (where the claimant resides) for processing. From here, the form data is transferred directly into the appropriate Council's Capita Academy Estore, which completely eliminates the need for staff to spend time manually keying in data.

## Streamlined Processes

ARP now has 28 different Benefits forms and 14 forms for Revenues, with the HB/CTR Claim Form, Change of Address Form, and Direct Payment to Landlord Form submitted in the highest volumes.

50% of all form submissions are new HB/CTR claims.

In 2012, ARP added the Risk Based Verification (RBV) service, provided by Coactiva, to their HB/CTR claim form. RBV analyses form data and categorises applications into Low, Medium and High Risk claims which then dictates the evidence requirements for each claim, greatly reducing evidence requirements for more than 50% of claims. This frees up valuable time for Benefits Advisors to examine and process the High Risk applications.

Approximately 40% of all ARP's forms are now paperless throughout the entire data capture process, due to checkbox declarations and automatic indexing; resulting in a huge time and financial saving for the partnership.

## Reduced Errors

Every eForm has built in dynamic error checking to minimise processing time.

*"The correct and complete information is gathered, ALL relevant questions have to be answered and irrelevant questions are hidden. Each claim is instantly received into Academy and our Document Imaging System and this solution has significantly reduced claimant errors."* - Lucy Talbot, QA & Projects – Revenues

## Outstanding Results

- Over 24,000 forms successfully submitted and processed in the first five years
- Eliminated all re-keying of data into Capita Back-Office Systems
- Quick implementation of a complete solution for both Revenues and Benefits
  - ✓ Up and running in just **4 weeks**
- Available access to blank and completed forms – 24/7
- Risk Based Verification marks claims as low/medium/high risk, reducing costly evidence checks
- Time taken for Assisted Interviews down by 40%

***" I have to say as project manager for this solution, it has quite possibly been the least complex software I have ever dealt with, the service is second to none and the support has been excellent. "***

Mandy Pegg  
Benefits Team Manager