

# Northgate iWorld Automation

## Back Office Integration Options for Housing Benefit

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The following options are available on initial order or may be purchased at any time in the future.

### HB-CTR New Claims – Standard Back-Office Integration

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Our add-on XML system integrator module converts New Claim eForm data into XML files of a format specified by the national standard. The system then exports this to any of the popular benefit processing systems, including the Northgate, Capita and Civica Benefits Systems. Following approval, data will pass directly into the benefits system and be available to view in the Assessor's screen, without the need for re-keying data captured in the eForm.

Victoria Forms is actively working with benefit system suppliers, and we are participating within the National Benefit project's working group for designing and improving the national standard for benefit data.

### HB-CTR New Claims – Advanced Northgate Automation

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Victoria Forms Advanced Northgate Automation extends the integration process when setting up a new claim. As well as setting up the basic details of the new claim, the Automation process uses multiple Northgate APIs, advanced validation, and sophisticated use of business rules to reproduce many of the manual steps that an assessor has to do before they begin to calculate the claim.

*A selection of these steps are:*

- **Automatic LocalAuthorityPropertyID assigning.** If the claim form hasn't used an address lookup to locate the properties UPRN, during integration the software will attempt to locate and include this information in the XML code automatically. This avoids the need to manually assign the claim to the property.
- **Automatic PartyID assigning.** Rather than needing to manually assign the claim to a Party on Northgate the Victoria Forms processing software assigns the claim to a party automatically and if the party doesn't currently exist, it can create a new party.
- **Temporary NINO assigning.** If the claimant doesn't complete their NINO on the form the software can assign a temporary NINO to the claim to avoid issues within Northgate where Partner details can be left out due to missing NINOs.
- **Claim Duplication Prevention.** If the claimant already has a claim within Northgate, the system will not integrate the new claim submitted to prevent duplications.
- **Automatic Backdating of Claim for Pensioners.**
- **Council Tax Liability Check for Property.** The software can check that the claimant is Liable for Council Tax at the property and provide a warning on the claim if they aren't.
- **Addition of Notes to accompany the claim.** Where useful, additional information to guide the assessor is added to the notes field, viewed within Northgate screens.

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## HB-CTR Change of Circumstances Integration

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Data from our Advanced Change of Circumstances form is used to update the Benefit system automatically with reported changes. The form captures data specific to the type of change, and using live claim data drawn from your Benefit system, the complete claim data xml is updated to produce Change of Circumstances XML file. Covers the following types of changes:

- Partner moving in or out of household
- Partner change in income
- Partner change in capital
- Other adult moving in or out of household
- Other adult income change
- Child moving into or out of household
- Household member going to be temporary absent
- Change of Rent
- Change of Landlord details
- Change of Address (Move Within)