



OPENRevenues eBenefits Forms

Transforming benefit claim processing and driving channel shift

OPENRevenues eBenefits Forms promote channel shift and optimise operational efficiency, transforming housing benefit and council tax reduction application processes for both the local authority and the citizens it serves.

Citizens and residents can apply for benefit, report changes in their circumstances and access part completed forms anytime, anywhere via a connected device. The form and all supporting documents are submitted directly to the local authority's back office system for assessment; improving accuracy and avoiding delays. This significantly accelerates application time, helping local authorities reduce administration and facilitates a better use of resource to improve service delivery.

Streamlining service delivery and empowering citizen self-service:

▶ OPENRevenues eBenefits Application Form:

New application for housing benefit claims and council tax reduction

▶ OPENRevenues eBenefits Change in Circumstance Form:

Reporting and update of changes to existing benefit claims

Providing a 24/7 service for citizens and promoting channel shift

Intuitive and user friendly, OPENRevenues eBenefits Forms enable citizens to apply and make changes to their benefit claims at their convenience. Using a connected device, users can access their account and review the status of their applications anytime. These digital application forms simplify claim application processes, providing a flexible service that meets the demand of the changing citizen.

Delivering better outcomes for local authorities

Fully integrated with the local authority's front and back office systems, OPENRevenues eBenefits Forms significantly reduce the number of applications and queries received, saving time and enabling resource to be allocated to other tasks.

These digital forms eliminate the need to enter citizens' requests into the back office for every new application or update, driving operational efficiencies and minimising manual errors.



24/7 service to citizens



Operational efficiencies



Drives channel shift

Main benefits:

- ▶ Empowers citizens to self-serve and promotes channel shift
- ▶ Delivers a flexible, 24/7 service to citizens and residents
- ▶ Accelerates claims evaluation time and avoids delays
- ▶ Streamlines and simplifies claims processes
- ▶ Enables accurate income and capital mapping
- ▶ Facilitates better use of resource to optimise service delivery
- ▶ Reduces the use of paper.

15.3m change in circumstances requests received in 2016/2017

1.1m benefit claims processed in 2016/2017