



## Appeals

Appeals from Capita Revenues and Benefits provides a powerful and comprehensive tool that helps local authorities to record and manage Housing and Council Tax Benefit appeals more effectively.

Enabling all appeals information to be stored in one logical place, within the Capita Benefits system this approach offers a number of benefits including improved management reporting and less time spent on administration.

The module covers the complete appeals process from initial receipt of an appeal through to a decision from the Tribunal Service.

Information already stored within the benefits system such as correspondence, invoices and fraud referrals can be linked to the case providing a consolidated view of an appeal without the need to use multiple systems.

### Information recording

Appeals enables all information concerning an appeal to be recorded within Capita Benefits. A comprehensive range of information can be recorded covering the following appeal processes;

- Explanation
- Supercession
- Revision
- Social Security Commissioner Decision.

In addition to Housing and Council Tax Benefit appeals this module also enables Discretionary Housing Payment appeals to be recorded.

To assist with appeal recording, an option to search the regulations is provided, offering Appeals Officers comprehensive information on the regulations at the click of a button.

### Automated appeals submission

The automated appeals submission functionality saves the Appeals Officer time by using information stored within Capita Benefits to prepare documentation ready for submission. This includes the Tribunal Service AT37 and submission cover sheets. Documents can be generated at a click of a button eliminating the need to manually prepare documents using a word processor.

### Management reporting

A comprehensive management reporting tool provides the ability to search and report on appeals within Capita Benefits.

Searches can be based on a range of criteria making the functionality extremely useful for understanding the current workload and identifying commonalities that exist within appeals being submitted.

In addition Management Reporting is useful as a training tool for new Appeals Officers. They can search and filter for previous appeals and ensure that they understand how those cases were dealt with, thereby ensuring appeals are administered in a more standardised fashion.

### Benefits

- **A single accurate view of appeals** – all appeals information is stored in one place making it easy to access quickly, maintain and ensure accuracy.
- **Less time spent on administration** – features such as automated appeals submission and the ability to search regulations save the Appeals Officer time.
- **Improved management reporting** – Appeals Managers have a good overview of appeals in progress all in one place, helping them to manage the current workload and identify training requirements.
- **Timely Single Housing Benefit Extract** – the authority can be confident that information sent to the DWP concerning appeals is as up to date as possible.
- **Support overhead minimised** – there is no need to support and maintain a bespoke appeals system.