

Capita TotalMobile and e-Change in Circumstances



Use the latest technology to collect and update claim information in the field to reduce processing times and streamline your visiting officers' working day.

Increasingly, local authorities are looking to mobile working to reduce their requirement for office space and allow field workers to complete more of their work without needing to return to a desk to update back office systems.

Around 3.4 million changes in circumstances are processed each year, and many of these will be based on information collected in the field by visiting officers. Even with the advent of Universal Credit, you will still be processing changes in circumstances for several years.

Capita's e-Change in Circumstances for TotalMobile gives you the tools you need to complete changes away from the office, with or without a connection, using whichever mobile device best suits your needs. Data can be downloaded from the back office in real time to provide an instant, up-to-date picture of the claim.

A comprehensive set of forms allows you to fully update existing claim information and upload those changes straight to the back office for final assessment by a benefits officer. An additional claim search facility allows you to locate any claim in the back office and download those details to the mobile device, regardless of whether a visit has been raised.

As well as sending full details of a change direct to the back office 'e-store', avoiding any re-keying of information, Capita

TotalMobile also gives housing benefit visiting officers the ability to submit changes in a claimant's circumstances as a PDF document. This can then be used to provide proof of the submitted changes and an audit trail. All of these features can be accessed, viewed, updated and uploaded remotely.

Once a visit has been created in the benefits database an automatic synchronisation process will start, transferring the details to the Capita TotalMobile application. As long as the service is running, a scheduler will constantly poll the benefits database to look for new visits.

Your visiting officer can easily plan his or her day and route to maximise visits and minimise wasted time and fuel on unnecessary travel, thereby increasing efficiency whilst reducing cost and environmental impact.



Figure 1 - Initial visit screen

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The benefits of e-Change in Circumstances for Capita TotalMobile include:

- Reduced administration overheads – greatly reduced data entry allows your experienced staff to focus on the tasks of assessment rather than simply data-keying
- Improved efficiency in the field – easy to use forms and functionality mean visiting staff can carry out additional tasks in the field. For example, your devices can link to other departments, allowing a benefits visiting officer to also report graffiti or visit empty properties
- Reduced wasted time and fuel – Capita TotalMobile provides real time information on visits and also helps your visiting officer plan his or her day to best effect
- Improved staff protection - knowledge of your visiting officers' whereabouts helps you fulfil your obligation to protect lone workers
- Reduced overpayments – processing changes in circumstances promptly leads to a reduction in overpayments and reduced workloads associated with processing and recovering.

For more information, talk to your account manager today or contact cssenquiries@capita.co.uk