

CASE STUDY



ANGUS COUNCIL

Angus Council borders Aberdeenshire, Perth & Kinross and Dundee City, and has a population of 116,000. Key local industries include agriculture and fishing, with 40% of Scotland's Class 1 agricultural land being found here.

Revenues and Benefits eClaims Solution

Following success in a competitive tender process, Victoria Forms and Angus Council worked in collaboration to plan the implementation of an efficient, scalable and user-friendly Revenues and Benefits eClaims solution within two months.

Victoria Forms promised a swift implementation and following the successful installation of Enterprise Forms Server, Angus Council were accepting live data for new claims and change of circumstances reports within seven weeks via assisted completion. This included integration of eForms directly into the Civica Comino document system - once submitted, eForms are automatically converted into a PDF file and integrated into Comino. This ensures only relevant completed pages are saved in the PDF output and also circumvents the entire scanning process, which is time consuming and costly.

The subsequent two weeks saw the implementation of Coactiva's Risk Based Verification service for new applications, resulting in personalised evidence requirements being returned to the eForm at the point of submission. Using sophisticated data analysis, RBV marks over 50% of applications as low risk, meaning they do not need evidence document checks, which eliminates the time-consuming verification processes.

Taking assisted live claims within 7 weeks of initial project meeting



Key Benefits

- Planned, installed, configured and accepting live claims within seven weeks
- Direct integration with Northgate back office for key Revenues and Benefits process increases savings
- RBV integration reduces verification processes

Future Plans

Angus Council is working with Victoria Forms to considerably reduce the re-keying of data by utilising direct integration into Northgate systems for all key processes. Processes including change of circumstances reports for benefits, and change of address notifications for revenue. These eForm processes will automatically update the Northgate system with minimal staff intervention, significantly improving efficiency and reducing processing times.

First Full Year of Form Submissions (2014 / 15)

