

G-Cloud Service Definition

NEC Citizen Access Suite SaaS

Crown
Commercial
Service
Supplier

G-Cloud NEC Citizen Access Suite

Service Definition

This Service Definition is relevant to local authorities responsible for the provision or management of revenues and benefits within the United Kingdom. Citizen Access is available to authorities that are using NEC Revenues and Benefits.

Our Citizen Access suite provides a complete self-service solution for revenues and benefits. Processing hundreds of thousands of transactions every day, it cuts phone calls, walk-ins and emails so you can cut costs. Each simple, any-device solution connects to NEC Revenues and Benefits in real time. This means your customers can do more online; eBilling, applying for discounts and benefits, telling you about any change in circumstance, making payment arrangements, switching to direct debit. It means you get real-time integration, pre-populated back-office forms with no rekeying and fully automated processing.

- **Browser-based** - enabling you to change the look and feel and connect to your citizen accounts.
- **Cloud delivered** - which means you can cut the cost of hardware and administration.
- **Easily customised** - with options for risk and eligibility checks.

There are multiple modules available in the NEC Citizen Access Suite

NEC Citizen Access – Revenues SaaS

Overview of G-Cloud Service

NEC Citizen Access - Revenues (CA-R) allows citizens and businesses to access their account information online as well as apply for items such as exemptions or discounts or advise they would like to pay by direct debit. The service is provided by NEC Software Solutions (NEC).

CA-R consists of three main elements:

- Public website
- CA-R back office
- Direct integration with NEC Revenues and Benefits.

Public website

The public website allows the citizen or business to advise you of:

- A change of address:
 - ➔ Into the Authority
 - ➔ Within the Authority
 - ➔ Out of the Authority.

- A request to pay by direct debit
- A change of bank account details
- A request for a discount or exemption
- Change of name.

Once this information is supplied on the public website NEC Revenues and Benefits is updated automatically.

There is an authenticated function to allow citizens and businesses to log on and view their account information, including:

- Statement of account
- Bills and reminders
- Instalments.

When an account holder indicates their willingness to receive information electronically, an email is issued advising of, say a new bill, and this can be viewed online using Citizen Access – Revenues.

At your discretion, a partially completed claim can be saved and returned to at a later point. The length of time available to return is also up to your decision.

The public website is 'responsive web' and will re-size appropriately dependent on the device used for access.

Errors and warnings are immediately highlighted to the citizen or business as the application process moves from one page to the next.

When the website is being completed on behalf of a claimant the question text will be made in the third person.

Questions can be displayed in Welsh if required.

The website will determine what questions should be asked dependent on previous answers provided, for example if the citizen indicates they live alone, no questions about a joint account holder will be asked.

You can choose to allow a citizen to upload documents, for example a student certificate proving entitlement to a student exemption.

At the end of the process a PDF is available to the citizen or business detailing all questions and responses supplied.

CA-R back office

The CA-R back office is accessed via a username and password. A user is allocated several roles; with roles determining what screens can be accessed by that user.

The back-office parameterisation includes allowing your administrator to:

Control the look and feel of the public website; logos, fonts, and colours.

- Amend question text.
- Add further questions.
- Add or amend text commentary.

- Create organisations who can work on behalf of the citizen or business, for example, Citizens Advice Bureau.
- Control cross-reference data, for example exemption and discount codes, between the public website and NEC Revenues and Benefits.

Within the CA-R back office, functionality exists to display usage statistics of the public website as well as details on number of accesses to each page and whether the process was discontinued at a particular page. The screens allow the usage data to be downloaded in a csv format for further interrogation if required.

Direct integration with NEC Revenues and Benefits

CA-R is only available to authorities using NEC Revenues and Benefits.

Once information is submitted from the website it is available to view within a dedicated 'Citizen Access' screen.

As the updates in the back office are performed automatically from the website, the Citizen Access page will display any messages associated with the data creation, for example 'The ratepayer at this property may be entitled to Small Business Relief'.

The PDF that was available to the citizen on the public website is also available in NEC Revenues and Benefits with the addition of yellow highlighting of responses to questions deemed to be important.

Training

Training will be included within the implementation service and will be undertaken at your premises or online.

NEC Citizen Access – Benefits SaaS

Overview of G-Cloud Service

NEC Citizen Access - Benefits (CA-B) allows citizens to make an online claim for housing benefit and/or council tax reduction as well as report a change of circumstances that may affect their entitlement. The service is provided by NEC Software Solutions (NEC).

CA-B consists of three main elements:

- Public website
- CA-B back office
- Direct integration with NEC Revenues and Benefits.

Public Website

An initial high-level check of eligibility is available to avoid a claimant completing the whole of the claim process when they are unlikely to receive any benefit.

At your discretion a partially completed claim can be saved and returned to at a later point. The length of time available to return is your decision.

The public website is 'responsive web' and will re-size appropriately dependent on the device used for access.

Errors and warnings are immediately highlighted to the claimant as the application process moves from one page to the next.

The public website allows a citizen, or someone on their behalf, to answer questions to determine eligibility to housing benefit and/or council tax reduction. When the website is being completed on behalf of a claimant the question text will be made in the third person.

Questions can be displayed in Welsh if required.

The website will determine what questions should be asked dependent on previous answers provided, for example, if the citizen indicates they have no children, questions relating to a child's income, if working age, further on in the claim process will not be asked.

You can choose to allow a citizen to upload documents, for example wage slips or proof of identity.

Risk Based Verification (RBV) is available if already purchased with the NEC Revenues and Benefits solution. This allows CA-B to advise the citizen at the end of the application process what proofs are needed in support of the claim. The RBV risk score is also then held if the claim is processed into NEC Revenues and Benefits.

At the end of the process a PDF is available to the claimant detailing all questions and responses supplied.

CA Back Office

The CA-B Back Office is accessed via a username and password. A user is allocated a number of roles, with roles determining what screens and functions can be accessed by that user.

The back-office parameterisation includes allowing your administrator to:

- Control the look and feel of the public website; logos, fonts, and colours.
- Amend question text.
- Add further questions.
- Add or amend text commentary.
- Create organisations who can work on behalf of the claimant, for example registered social landlords or Citizen's Advice Bureau.
- Control cross-reference data, for example income codes, between the public website and NEC Revenues and Benefits.

Within the CA-B back office, functionality exists to display usage statistics of the public website as well as details on number of accesses to each page and whether the process was discontinued at a particular page. The screens allow the usage data to be downloaded in a csv format for further interrogation if required.

Direct integration with NEC Revenues and Benefits

CA-B is only available to authorities using NEC Revenues and Benefits.

Once a claim is submitted from the website it is available to view within a dedicated 'Citizen Access' screen.

As the claim is created automatically from the website, the Citizen Access page will display any messages associated with the data creation, for example 'Start date of rent is in the future'.

The PDF available to the citizen on the public website is also available in NEC Revenues and Benefits with the addition of yellow highlighting of responses to questions deemed to be important, for example if the capital value supplied is an estimate.

Training

Training will be included within the implementation service and will be undertaken at your premises or online.

NEC Address Finder SaaS

Overview of G-Cloud Service

NEC Address Finder allows local authority users of NEC Revenues and Benefits to populate addresses using the Post Office Address File (PAF) format. NEC Address Finder comprises direct integration between NEC Revenues and Benefits and the PAF database hosted by NEC. The service is provided by NEC Software Solutions (NEC).

NEC Revenues and Benefits back-office functionality

The back-office screens where local authority users insert or update addresses have been enhanced to allow a web service call to be made to the PAF database to return the address. This address will be stored within the Revenues and Benefits database. The functionality works whether the address is within or outside of the local authority boundary.

The PAF database will be searched based on the details entered by the user, typically house number and postcode.

Training

None required.

NEC Citizen Access – Benefit Notifications

Service Definition

Citizen Access – Benefit Notifications is only available to authorities using NEC Citizen Access – Benefits. The service is provided by NEC Software Solutions (NEC).

Overview of G-Cloud Service

Citizen Access – Benefit Notifications (CA-BN) is fully integrated with NEC Revenues and Benefits and allows authorities who have Citizen Access – Benefits (CA-B) to electronically publish benefit notifications. When CA-BN is in use, an extra link on the CA-B landing page allows the claimant to view or sign up to view their notification letters.

The NEC Revenues and Benefits back-office letter production facility has been amended to issue an email to claimants who have signed up for electronic notifications, advising them when a new letter is available. The wording on the email is determined by local parameters and includes a link to the website.

In addition, the Correspondence Region in NEC Revenues and Benefits will show the date and time when the claimant last viewed the letter.

Training

None required.

NEC Citizen Access – Campaigns SaaS

Overview of G-Cloud Service

NEC Citizen Access - Campaigns (CA-CAM) allows local authorities to instigate campaigns for information from relevant citizens and businesses and provides a website for the citizen or business to supply the requested information. The service is provided by NEC Software Solutions (NEC).

CA-CAM comprises four main elements:

- Public website
- CA-CAM back office
- Direct integration with NEC Revenues and Benefits
- NEC Revenues and Benefits back-office facilities.

Public website

The public website allows the citizen or business to answer questions on campaigns created by you, for example a review of Single Person Discounts.

Once this information is supplied on the public website NEC Revenues and Benefits is updated automatically.

Questions can be displayed in Welsh if required.

The website will determine what questions should be asked dependent on previous answers provided, for example if the citizen indicates they still live alone, no questions are asked about anyone else in the household.

At the end of the process a PDF is made available to the citizen or business detailing all questions and responses supplied.

CA-CAM Back Office

The CA-CAM Back Office is accessed via a username and password. A user is allocated several roles; with roles to determine what screens can be accessed by that user.

The back-office parameterisation allows your administrator to:

- Control the look and feel of the public website; logos, fonts, and colours.
- Amend question text.
- Add further questions.
- Add or amend text commentary.
- Control cross-reference data, for example exemption and discount codes, between the public website and NEC Revenues and Benefits.

Within the CA-CAM Back Office, functionality exists to display usage statistics of the public website as well as details on number of accesses to each page and whether the process was discontinued at a particular page. The screens allow the usage data to be downloaded in a csv format for further interrogation if required.

Direct integration with NEC Revenues and Benefits

CA-CAM is only available to authorities already using NEC Revenues and Benefits and Citizen Access – Revenues.

Once information is submitted from the website it is available to view within a dedicated 'Citizen Access' screen.

As the updates in the back office are performed automatically from the website, the Citizen Access page will display any messages associated with the data creation, for example 'Single Person Discount ended'.

The PDF made available to the citizen on the public website is also available in NEC Revenues and Benefits.

NEC Revenues and Benefits back-office facilities

New screens will allow you determine which customer group you would like to campaign against, for example, in a Single Person Discount review campaign, you may choose to ignore accounts where there is council tax reduction active. You will also have the ability to generate pre-lists of accounts and remove individual accounts.

Screens will be provided showing graphics and values of the progress of a campaign. Extensive use of csv exports of data shown on the screens are also included.

Training

Training will be included within the implementation service and will be undertaken remotely.

G-Cloud Citizen Access – Forms Designer SaaS

Overview of G-Cloud Service

NEC Citizen Access – Forms Designer (CA-FD) allows local authorities to create bespoke on-line application forms. The service is provided by NEC Software Solutions (NEC).

CA-FD consists of three main elements:

- Public website
- CA-FD back office
- Direct integration with NEC Revenues and Benefits.

Public Website

Application forms created by you in the CA-FD back office can be published on your website.

The public website is 'responsive web' and will re-size appropriately dependent on the device used for access.

Errors and warnings are immediately highlighted to the claimant as the application process moves from one page to the next.

Questions can be displayed in Welsh if required.

The website will determine what questions should be asked dependent on previous answers provided.

You can choose to allow a citizen to upload documents, for example wage slips or proof of identity.

At the end of the process a PDF is available to the claimant detailing all questions and responses supplied.

CA back office

The CA-FD back office is accessed via a username and password. A user is allocated several roles, with roles determining what screens and functions can be accessed by that user.

The back-office parameterisation includes allowing your administrator to:

- Control the look and feel of the public website, logos, fonts, and colours.
- Create an application form.
- Add pages to the form (maximum of 20 pages).
- Assign questions to a page and add response types, for example list of values and radio buttons.
- Allocate conditionality on question response, for example a question will not be asked if a previous question is answered 'No'.
- Add or amend text commentary.

Direct integration with NEC Revenues and Benefits

CA-FD is only available to authorities using NEC Revenues and Benefits.

Once an application is submitted from the website it is available to view within a dedicated 'Citizen Access' screen. The back office will receive both the XML and a PDF of the questions asked and the answer.

The PDF available to the citizen on the public website is also available in NEC Revenues and Benefits with the addition of yellow highlighting of responses to questions deemed to be important, for example if the capital value supplied is an estimate.

Both the XML and the PDF can be viewed directly from NEC Revenues and Benefits and will be available for export to third party solutions, for example, document management systems.

The data submitted will automatically be removed from the back office after one month.

Training

Training will be included within the implementation service and will be undertaken remotely.

G-Cloud NEC Citizen Access – Discretionary Housing Payment SaaS

Overview of G-Cloud Service

NEC Citizen Access - Discretionary Housing Payment (CA-DHP) allows citizens to make an online claim for Discretionary Housing Payments. The service is provided by NEC Software Solutions (NEC).

CA-DHP consists of three main elements:

- Public website
- CA-DHP back office
- Direct integration with NEC Revenues and Benefits.

Public Website

CA-DHP allows citizens in receipt of Housing Benefit or Universal Credit to make an online claim for Discretionary Housing Payment.

At your discretion a partially completed claim can be saved and returned to at a later point. The length of time available to return is decided by you.

The public website is 'responsive web' and will re-size appropriately dependent on the device used for access.

Errors and warnings are immediately highlighted to the claimant as the application process moves from one page to the next.

The public website allows a citizen or someone on their behalf, to answer questions to determine eligibility to Discretionary Housing Payments. When the website is being completed on behalf of a claimant the question text will be made in the third person.

Questions can be displayed in Welsh if required.

The website will determine what questions should be asked dependent on previous answers provided, for example if the citizen indicates they have no children, questions relating to a child's income, if working age, further on in the claim process will not be asked.

You can choose to allow a citizen to upload documents, for example wage slips or proof of identity.

At the end of the process a PDF is available to the claimant detailing all questions and responses supplied.

CA Back Office

The CA-DHP Back Office is accessed via a username and password. A user is allocated several roles, with roles determining what screens and functions can be accessed by that user.

The back-office parameterisation includes allowing your administrator to:

- Control the look and feel of the public website; logos, fonts, and colours.
- Amend question text.
- Add further questions.
- Add or amend text commentary.
- Create organisations who can work on behalf of the claimant, for example registered social landlords or Citizen's Advice Bureau.
- Control cross-reference data, for example income codes, between the public website and NEC Revenues and Benefits.

Within the CA-DHP Back Office, functionality exists to display usage statistics of the public website as well as details on number of accesses to each page and whether the process was discontinued at a particular page. The screens allow the usage data to be downloaded in a csv format for further interrogation if required.

Direct integration with NEC Revenues and Benefits

CA-DHP is only available to authorities using NEC Revenues and Benefits.

Once a claim is submitted from the website it is available to view within a dedicated 'Citizen Access' screen.

As the claim is created automatically from the website, the Citizen Access page will display any messages associated with the data creation, for example 'Start date of rent is in the future'.

The PDF available to the citizen on the public website is also available in NEC Revenues and Benefits. Once an application is submitted from the website it is available to view within a dedicated 'Citizen Access' screen within NEC Revenues and Benefits.

As the claim is created automatically from the website, the Citizen Access page will display any messages associated with the data creation.

The PDF available to the citizen on the public website is also available in NEC Revenues and Benefits.

The data submitted automatically populates a dedicated screen showing the values and amounts provided by the citizen, for example 'Weekly food bill - £45'. You will have the option to use the value provided by the citizen or enter an override amount to move forward to your award determination.

Training

Training will be included within the implementation service and will be undertaken remotely.

G-Cloud NEC Citizen Access – Educational Benefits SaaS

Overview of G-Cloud Service

NEC Citizen Access – Educational Benefits (CA-EB) allows citizens to make an online claim for Free School Meals and/or Clothing Grants. The service is provided by NEC Software Solutions (NEC).

CA-EB consists of four main elements:

- Public website
- CA-EB back office
- Direct integration with NEC Revenues and Benefits
- Integration with SEEMiS (Scotland) or DfE (England and Wales).

Public Website

CA-EB allows citizens to make an online claim for Free School Meals and/or Clothing Grants.

The public website is 'responsive web' and will re-size appropriately dependent on the device used for access.

Errors and warnings are immediately highlighted to the claimant as the application process moves from one page to the next.

The public website allows a citizen or someone on their behalf, to answer questions to determine eligibility to Free School Meals and/or Clothing Grants.

When the website is being completed on behalf of a claimant the question text will be made in the third person.

Questions can be displayed in Welsh if required.

The website will determine what questions should be asked dependent on previous answers provided, for example, if the citizen indicates they have don't have a partner, questions relating to partners will not be asked.

You can choose to allow a citizen to upload documents, for example proof of identity. At the end of the process a PDF is available to the claimant detailing all questions and responses supplied.

CA Back Office

The CA-EB Back Office is accessed via a username and password. A user is allocated several roles, with roles determining what screens and functions can be accessed by that user.

The back-office parameterisation includes allowing your administrator to:

- Control the look and feel of the public website; logos, fonts, and colours
- Amend question text

- Add further questions
- Add or amend text commentary.

Within the CA-EB Back Office, functionality exists to display usage statistics of the public website, as well as details on number of accesses to each page and whether the process was discontinued at a particular page. The screens allow the usage data to be downloaded in a csv format for further interrogation if required.

Direct integration with NEC Revenues and Benefits

CA-EB is only available to authorities using NEC Revenues and Benefits; however, applications can be made even when the citizen is not in receipt of Housing Benefit and/or Council Tax Reduction.

Once a claim is submitted from the website it is available to view within a dedicated 'Citizen Access' screen.

As the claim is created automatically from the website, the Citizen Access page will display any messages associated with the data creation, for example 'Start date of rent is in the future'.

The PDF available to the citizen on the public website is also available in NEC Revenues and Benefits.

The data submitted automatically populates dedicated screens with NEC Revenues and Benefits to enable administration and payment of Free School Meals and/or Clothing Grants.

Integration with SEEMiS (Scotland) or DfE (England and Wales)

SEEMiS - Data files giving details of children and their schools are provided to the authority by SEEMiS. The files are uploaded into NEC Revenues and Benefits which then allows the appropriate award to be determined. Once an award is determined, NEC Revenues and Benefits will call a SEEMiS web service to update the child's entitlement to Free School Meals and/or Clothing Grants status.

DfE - NEC Revenues and Benefits will make a web service to the DfE to request eligibility for Free School Meals and/or Clothing Grants and store the result.

Training

Training is included within the implementation service and will be undertaken remotely.

G-Cloud NEC Citizen Access – Integration

Overview of G-Cloud Service

Citizen Access – Integration (CA-I) allows for a secure connection and seamless integration between the authority's local portal (or Citizen Account) and Citizen Access – Benefits and Citizen Access – Revenues.

CA-I uses the OAUTH2 protocol as the method of connection from your local portal.

Once a citizen logs on to your local portal and attempts to access Citizen Access – Benefits or Revenues for the first time, the citizen will be taken through the standard Citizen Access – Benefits and Revenues authentication process. At the same time the local portal will provide an encrypted key which will be stored against the citizen in Citizen Access. Once the citizen has successfully authenticated themselves, the next time they require access to Citizen Access via the local portal, there will be no further need for authentication.

Consultancy

Consultancy is included within the implementation service and will be undertaken remotely.

G-Cloud NEC Citizen Access – Landlords

Overview of G-Cloud Service

NEC Citizen Access - Landlords (CA-LL), allows landlords online access to view payment details for tenants, notify a local authority of tenancy voids and inform the local authority of rent increases. The service is provided by NEC Software Solutions (NEC).

CA-LL is comprised of a public website (PWS or portal) for the landlords, and a back-office system that allows you to access the solution set up (where you can maintain parameters), and where you can register and maintain the landlord details. CA-LL integrates with the NEC Citizen Access - Benefits (CA-B) solution so benefit payment, claim details and letters can be retrieved to the PWS by the landlords.

CA-LL is a hosted solution, and you will be 'on-boarded' by a member of the NEC support team. As part of the on-boarding your local authority details will be created and the service of CA-LL set to current. You will have a single administration user created who will be able to log into the 'back office' part of CA-LL.

CA-LL consists of three main elements:

- CA-LL Public website
- CA-LL back office
- Direct integration with NEC Revenues and Benefits.

CA-LL Public website

The CA-LL Public Website (PWS) allows landlords access to details of payments made to them and where appropriate, limited access to claim details.

The PWS comprises several features:

- Initial log in when the landlord is first 'registered'.
- Login page plus forgotten details options.
- Online key (optional).
- Dashboard with next payment information, details of accounts and an optional 'daily' message.
- Payment summary and payment details.
- Claim / application / tenant search.
- Claim / application award details.
- Claim entitlements (HB only).
- Claim letters (HB only).
- Claim / application award payments.
- Profile maintenance.
- User maintenance.
- Export to CSV from many of the pages.
- Print page from many of the pages.

CA-LL Back Office

The CA-LL Back Office allows you to control access, maintain back-office users and landlord users, to CA-LL PWS and integration with NEC CA-B. The main functional areas are:

- User maintenance
- Audit
- Logo and service name maintenance
- Interview (questions, text) maintenance and preview
- Landlord creation and maintenance
- Public website text (help, cookies and so on)
- Service parameters
- Reference data
- Public website preferences
- PWS Statistics (high level usage statistics).

A System Administration Guide is supplied to customers and kept updated at each major release.

Direct integration with NEC Revenues and Benefits

CA-LL is only available to authorities using NEC Revenues and Benefits.

Information provided in CA-LL is sourced from NEC Revenues and Benefits.

In addition, Landlords can update rent details relating to their claims through a Bulk Rent Load.

Training

Training is included within the implementation service and will be undertaken remotely.

G-Cloud NEC Citizen Access – Special Payment Arrangements

Service Definition

Citizen Access – Special Arrangements is only available to authorities using NEC Citizen Access – Revenues.

Overview of G-Cloud Service

NEC Citizen Access - Special Arrangements (CA-SPA) allows citizens to set up payment plans for summons or liability order debt through their authenticated Citizen Access account. CA-SPA helps to simplify this process through intuitive forms, real-time integration, and automatic updates. The service is provided by NEC Software Solutions (NEC).

CA-SPA comprises three main elements:

- Public Website
- CA-R Back Office
- Direct integration with NEC Revenues and Benefits.

Public website

The public website allows the citizen or business to make payment arrangements in line with your policies and requirements.

Citizens and businesses are proactively offered an arrangement plan based on your policies.

When an arrangement does not meet your criteria, there is the option to create alternative arrangements by capturing income and expenditure details for further review.

Once this information is supplied on the public website NEC Revenues and Benefits is updated automatically.

The public website is 'responsive web' and will re-size appropriately dependent on the device used.

Errors and warnings are immediately highlighted to the citizen or business as the application process progresses.

Questions can be displayed in Welsh if required.

The website will determine what questions should be asked dependent on previous answers provided.

You can choose to allow a citizen to upload documents, for example, income details.

At the end of the process a PDF is available to the citizen or business detailing all questions and responses supplied.

CA-SPA Back Office

The CA-SPA Back Office is accessed via a username and password. A user can be allocated a number of roles; with roles determining what screens / functions can be accessed / amended by that user.

The back-office parameterisation includes allowing your administrator to:

Control the look and feel of the public website, logos, fonts, and colours.

- Amend question text.
- Add further questions.
- Add or amend text commentary.
- Create organisations who can work on behalf of the citizen or business, for example, Citizens Advice Bureau.
- Control cross-reference data, for example enforcement stage names, between the public website and NEC Revenues and Benefits.

Within the CA-SPA Back Office, parameters determine which debts can be included in an arrangement.

Direct integration with NEC Revenues and Benefits

CA-SPA is only available to authorities using NEC Revenues and Benefits and Citizen Access – Revenues.

Once information is submitted from the website it is available to view within a dedicated 'Citizen Access' screen.

Once the form is submitted, the citizen is provided with a PDF summary of the arrangement details and their Citizen Access - Revenues account is updated with the new information. NEC Revenues and Benefits is simultaneously updated, and documentation is exported to your Document Management System, so you have all the information where you need it.

The PDF that was available to the citizen on the public website is also available in NEC Revenues and Benefits with the addition of yellow highlighting of responses to questions deemed to be important.

Training

Training is included within the implementation service and will be undertaken remotely.

G-Cloud NEC Citizen Access – Benefits NECDM Link

Service Definition

Citizen Access – Benefits NECDM is only available to authorities using NEC Citizen Access – Benefits and have Citizen Access – Benefits e-notifications and NEC Document Management System (NEC DM) and Document Connect for CA.

Overview of G-Cloud Service

NEC DM is used by many Benefit departments to manage the processing of CTR and HB application forms and change of circumstances communications. During processing staff frequently produce letters through NEC DM to request further information to correspond with claimants. Sometimes staff also need to share documents held in NEC DM with claimants such as copies of letters or copies of forms submitted via Citizen Access.

Documents can be published to the CA-BN portal directly from NEC DM by simply selecting the document from the document or in-tray list and choosing the Publish action.

When a document is published to CA-BN an email is automatically sent to the claimant informing them there is a new document for them to view, with a link to the CA-BN login page.

When the claimant clicks on the link and logs into CA-BN, they can immediately see their letters and published documents from NEC DM as well as any benefit notification letters. Filters are provided that enable the claimant to quickly find particular documents or letters.

Training

No training is required for CA-B NECDM Link.

Ordering and invoicing process

If you wish to order these Services, a G-Cloud Order Form will need to be completed and signed by both parties.

Request a demonstration

We will be pleased to demonstrate the NEC Citizen Access Suite to you. Please email frameworks@necsws.com to request a demonstration.

Appendix A

Citizen Access – Revenues and Local Authority Bandings

Local authorities are allocated to a price band based on the number of council tax properties in their area. The property bands are applied as follows:

Price Band	Number of properties
A	0 to 45,000
B	45,001 to 64,000
C	64,001 to 100,000
D	100,001 to 200,000
E	200,001 to 300,000
F	300,001 to 400,000
G	400,000 to 999,999

The number of properties in each local authority is based on statistics published annually by the English, Welsh, and Scottish Governments. The current details can be found at these websites:

[Council Taxbase 2025 in England - GOV.UK](https://www.gov.uk/council-tax/council-tax-base-2025)

<https://www.gov.scot/publications/council-tax-datasets/>

<https://stats.wales.gov.wales/Catalogue/Local-Government/Finance/Council-Tax/Dwellings/counciltaxdwellings-by-localauthority>



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About NEC Software Solutions
 Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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