

OnDemand Revenues & Benefits processing

Experienced resource to help you maintain service delivery

Civica Revenues & Benefits powers a fully integrated suite of revenues and benefits components. It provides your practitioners with seamless processing of Council Tax, Business Rates, Housing Benefits & Council Tax Reduction, Sundry Debtors and Welfare Assistance/Support, and your customers benefit from online self-service capabilities.

The powerful document management and workflow module drives greater efficiency around the administration processes to bill, collect and recover local taxes and debts and to assess, notify and pay citizens' benefits. As a result, Civica Revenues & Benefits delivers a robust framework for an effective revenues and benefits service, maximising revenue collection and paying benefits promptly, and the digital transformation suite improves the online service for local citizens and businesses.

Civica OnDemand Revenues & Benefits processing is an add-on to Civica Revenues & Benefits software that enables you to access remote processing services. It can also be used a standalone service.

Why choose Civica OnDemand Revenues & Benefits processing?

Local Authorities need to improve performance and save money whilst maintaining front-line service delivery. Revenues and benefits is a high-profile service where demand can fluctuate due to peaks in demand or staff absences. Processing work in an accurate and timely manner is key to paying the right benefit to citizens and maintaining collection rates.

Our experienced team coupled with our broad market knowledge ensures that we deliver revenues and benefits processing to the highest standards and KPIs. We can complement your teams to manage business as usual assessments, handle peaks, clear backlogs or complete specific projects.

We handle all processing work ranging from complex work types to structured rules-based processing.

Our resilience services support you to manage fluctuation in your workload using Civica Revenues & Benefits document management and workflow whilst maintaining delivery of your overall revenues and benefits service.

We provide dedicated account management together with monthly progress reporting to ensure that you're fully aware of work we process and our performance levels. Most of our teams work remotely, and all our officers have a minimum of 5 years' experience working within revenues and benefits.

You don't have to provide our staff with office space, computers or phones. Through our cloud solution they work remotely, accessing your systems over secure connections. They have access to the DWP's customer information system (CIS), which boosts the speed and accuracy of their assessment work.

Implementation

We've a track record of successful implementations. Our Project and Programme Management policy is based on industry best practice (PRINCE 2) and applied to all projects and programmes. Key stages:

- Implementation kick off – review implementation plan, assign tasks, and agree timescales
- Scoping document – details customer requirements
- Connectivity – obtain details required for our staff to connect to your systems
- Training – our team undertake required training e.g. local procedures and security policies
- Signposting – information for your staff on the service and contact details
- Purchase order – raised based on estimated caseload and timescales finalised based on customer requirements
- Service go live.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

OnDemand Revenues & Benefits processing features and benefits

Features

- Dedicated account management working alongside your service managers
- Fully flexible service where you can turn on/off or increase/decrease resource as required
- All our officers have a minimum of 5 years' experience working within Revenues and Benefits
- All work is processed in line with your policies and procedures
- Officers are dedicated to each contract providing continuity and familiarisation with your requirements
- Proven and quick implementation approach
- GDPR and DPA compliant.

Benefits

- Maintains collection rates
- Reduces benefit processing times
- Streamlines end-to-end processing
- Provides remote working capabilities.

Additional information

- Access an agile, flexible, and high-quality service when you need it
- Use experienced public sector resource with a 'right first time' attitude
- Clear backlogs or cover shortfalls in resource
- Meet your service performance targets
- Maintain service levels during workload peaks
- Reduce your management burden, we manage and report on the work we complete.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701