SIMPLIFY THE DISCRETIONARY HOUSING PAYMENT APPLICATION PROCESS

NEC
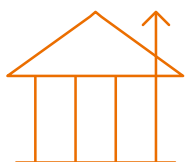
Citizen Access - Discretionary Housing Payment (CA-DHP) creates a seamless application and award process for customers and councils alike.

MEET GROWING DEMAND

As the roll out of Universal Credit continues, many councils are reporting a significant increase in applications for discretionary housing payments to help with housing costs.

Citizen Access-DHP can make a real difference to this crucial process. The online form is easily customised to match your corporate website, and it's intuitive and easy to use for members of the public and approved representatives.

As well as slick online forms and easy uploads from any device, it's got the flexibility you need to streamline all types of support. Applications for ongoing rent payments, deposit assistance or rent in advance can be managed seamlessly and in line with the specific procedures for your local policies.

You can hide or display fields to match the information you collect, amend the questions, add new questions and customise the look and feel. You can even use its unique scoring feature to help prioritise urgent cases.

Recently the online form has been enhanced to streamline the way in which income and expenses are entered by the citizen. Expense categories can be tailored and help to ensure the citizen provides a complete breakdown of everything whilst online.

- Manage ongoing rent payments, deposit assistance or rent in advance seamlessly in one place

- Save forms and evidence together, for an easily auditable trail

- Unique scoring feature to help prioritise urgent cases

- Officers have the ability to override data where necessary

ENJOY REAL-TIME INTEGRATION

Unlike other third party solutions, Citizen Access-DHP offers real-time integration with the back office. A dedicated screen in NEC Benefits records the application and the decision, pre-populating data wherever possible.

Benefits Officers can also view a summary of income and expense totals and override data where necessary. If the record is linked to a housing benefit claim then even greater information is displayed i.e. their current income and rent details for a comparison.

As well as reducing re-keying and assisting users with the decision making, the solution also integrates with document management systems. The PDF copy of the DHP form and any associated evidence is stored for future reference in your document management system, where applicable.

TIME SAVINGS WITH EVERY APPLICATION

In the last 12 months, Citizen Access - DHP handled 21,387 applications saving 40 minutes of manual work for each application. That's 40 minutes saved that your staff can use on more complicated cases.

Flexibility to streamline
all types of support

Prioritise
urgent cases

Customisable
to local policies

For more information on the services NEC Software Solutions offers visit our website **necsws.com** or get in contact with us at **revsandbens@necsws.com**