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Life in the fast lane;

Customer Self-Service at Kirklees Council



lookinglocal

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Digital Advice

- A significant cut in the budget for Advice provision provided the catalyst for BetterOff
- Approximately 25,000 individuals requiring assistance with benefit & employment support are affected
- 70% of these people have the potential to self-serve
- As a result, the mandate for the Kirklees BetterOff platform was founded
- Self-serve at home or via Kiosk & Tablet devices at the Councils CSC's and local Citizens Advice
- Over a dozen partner LA's across the UK


Welcome to better Kirklees

BetterOff is a service for people who live in Kirklees. BetterOff will show you the benefits you are entitled to and will help you to apply for them online. BetterOff also provides information on how to find and apply for jobs.

Is this service for you?

Your money


Use the calculator to find out what benefits you are entitled to.



Assess and track

Applications and appeals


Apply for a benefit or appeal a benefit decision.



Apply or appeal

Jobs and volunteering


Search for jobs and volunteer opportunities and record job search activity.



Search and discover

Advice and information

Advice on finding jobs, childcare, budgeting and debt issues.



Get help and advice

 Need online help?

Your Money



This section shows your current income and benefits, as well as how you may be affected by future changes.

Your current income

Incomes Client Net Income - £159.40/Weekly	Benefits No benefits recorded	Week Month Year
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Total: £159.40 / Weekly

Have your incomes and benefits changed since you assessed them 2 months ago?

[Re-assess your income and entitlements](#)

Your scenarios

How would a change in your employment affect your income and entitlements?

My benefit calculation

Rem Need online help?



[← Back to Applications and Appeals](#)

Employment and Support Allowance - Pre assessment form (ESA50)

An ESA50 is the form the Jobcentre Plus will send you when they wish to assess your ability to work. This form is likely to take 3-4 hours to complete, but you can save and return to it as many times as you need to.

You must return this form within 4 weeks of receiving it, or your benefit could be stopped. Please read the questions and the guidance notes carefully. Make sure you give full answers.

For more help on this form and to find out what you'll need to complete it, please check the further information section below.

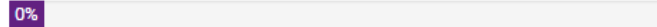
Further information

- [Where to send this form](#) >
- [Video guidance to help you with your ESA50 form](#) >
- [What happens next?](#) >
- [Employment & Support Allowance assessment](#) >
- [ESA50 Decision](#) >
- [Appeal an Employment & Support Allowance decision](#) >
- [What to send with this form](#) >

Your ESA50 applications

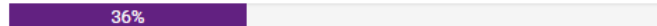
[Start a new application \(ESA50\)](#)

Application started 4 months ago



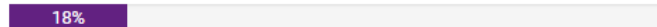
[Continue with this application](#) [More options ▾](#)

Application started 4 months ago



[Continue with this application](#) [More options ▾](#)

Application started 2 years ago



[Continue with this application](#) [More options ▾](#)

Other ways to apply

Need online help?



[← Back to Jobs and Volunteering](#)

Vacancy search



Search terms

housing officer

Job type

All types of jobs

Search location

glasgow

Within 25 miles radius, sorted by relevance

Search

Found 21 vacancies matching "housing officer".

Housing Services Officer 9 days ago

LOCATION: Cumbernauld **COMPANY:** Link Group Limited **SOURCE:** Link Group Limited

Link Property Ltd, Link **Housing** Association Ltd, LinkLiving Ltd, Larkfield **Housing** Association, Horizon **Housing** Association Ltd, West Highland **Housing**...

Relief Sheltered Housing Officer 5 days ago

LOCATION: Cumbernauld **COMPANY:** North Lanarkshire Council **SOURCE:** myjobscotland

Based within Cumbernauld, **Housing** Operations, you will provide a sheltered **housing** support service for 16 hours during the weekends and provide additional...

CaCHE Communications and Engagement Officer 21 hours ago

LOCATION: Glasgow **COMPANY:** University of Glasgow **SOURCE:** University of Glasgow

B3 Understanding of the UK **Housing** sector. And enable the Centre's work to inform and support the development of **housing** policy and practice....

Activities Officer 1 day ago

LOCATION: Renfrewshire **COMPANY:** Renfrewshire Council **SOURCE:** myjobscotland



Need online help?

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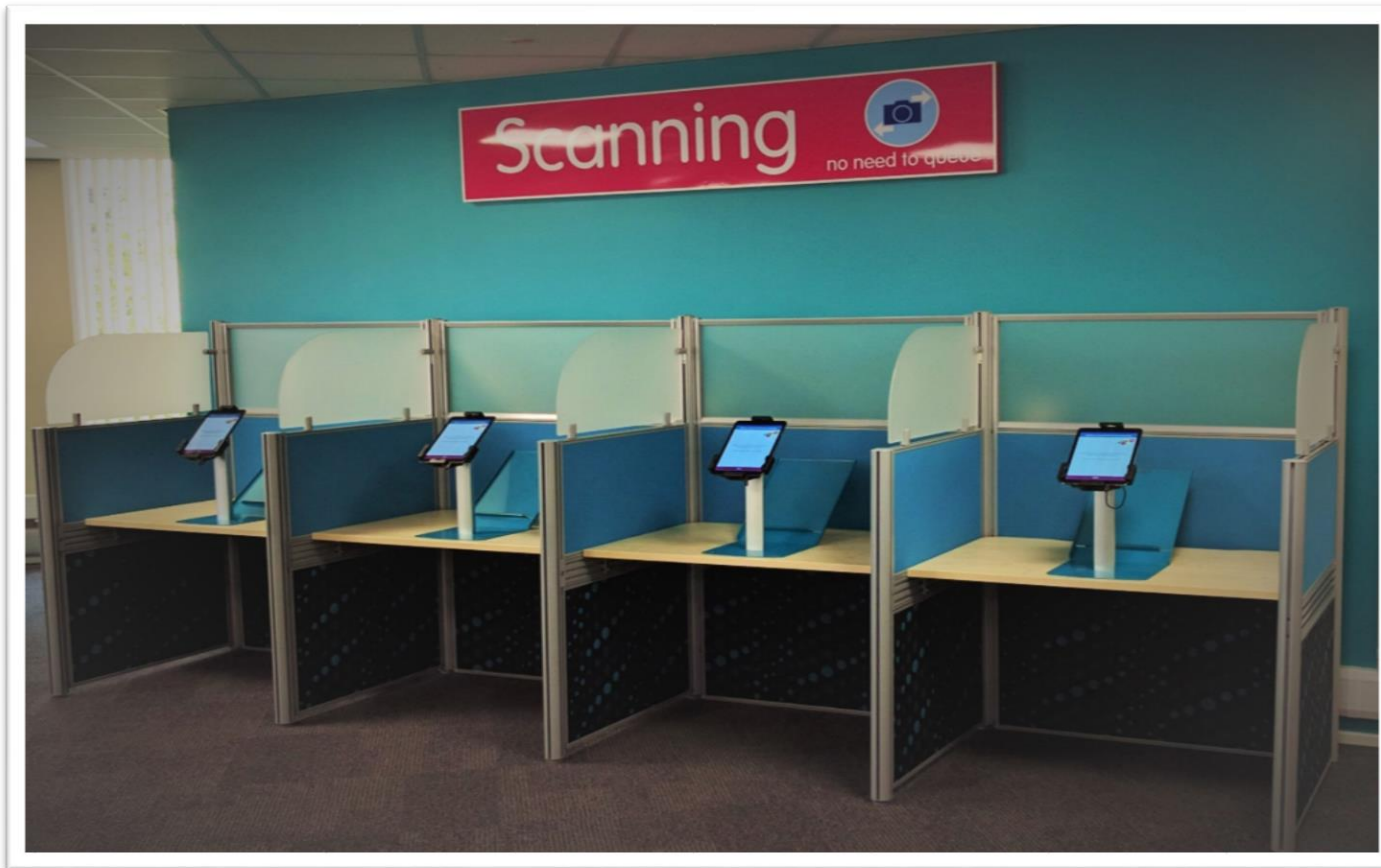
Supporting Docs

- Kirklees supported 46,000 scanning transactions last year
- Analysis concluded that around 80% of scans could be completed by customer
- Detailed local analysis focussed on four areas:
 - Security
 - Customers and Staff
 - Technology
 - Furniture

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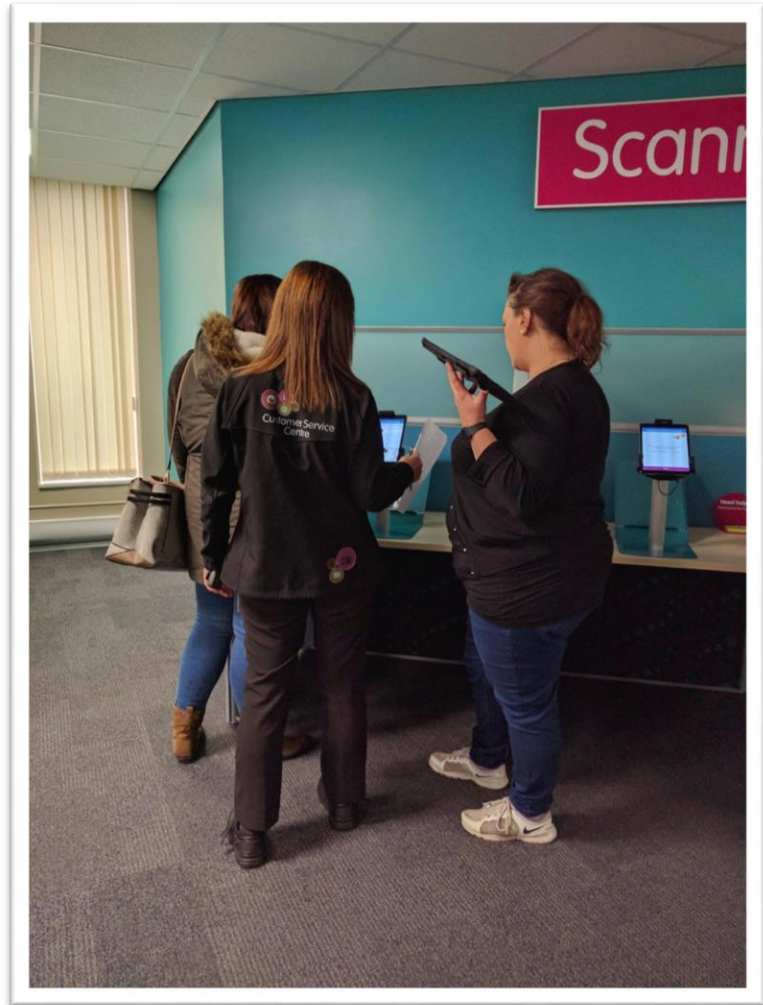
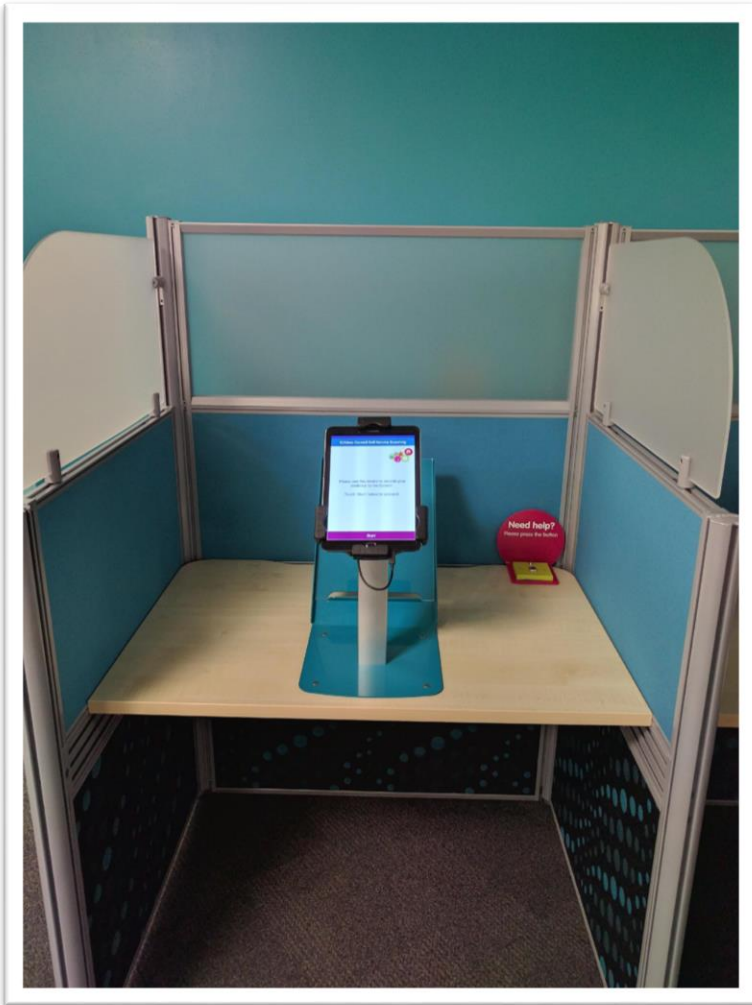
Customer Contact Centre



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Customer Contact Centre



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Outcomes

- Cashable saving for Kirklees of £323K over first 3 years
- Fully integrated with back office
- Improved customer satisfaction
- Broader potential across the organization - able to support any Council service with a scanning requirement

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Thank you for listening

Andrew Jackson
Business Development Manager
LookingLocal

www.lookinglocal.gov.uk

Video

<https://www.youtube.com/watch?v=YZGKPXWJdQc&t=117s>



lookinglocal