Human Nature
How digital transformation can take advantage of it

John McMahon
Expectation is the root of all heartache.

William Shakespeare
People expect digital public services to be comparable to those they use every day.
London Borough of Waltham Forest

Housing Benefit / Council Tax Support Claim Form and Free School Meals Claim Form

WE ADVISE AGAINST USING IPADS AND SIMILAR MOBILE DEVICES WHEN COMPLETING OUR ONLINE FORMS.

If you need to access online services, or provide evidence in support of your claim, please visit us at one of the following Library Plus branches. Staff are available Monday to Friday between 10am to 4pm.

- Leyton Library (273 High Road Leyton, E10 9QH)
- Leytonstone Library (18 Church Lane, Leytonstone, E11 1UG)
- North Cross Library (130 Chigwell Road, Chigwell, IG7 4HE)
- Forest Gate Library (143 High Street, Forest Gate, E7 8BA)

Details of general library opening hours can be found here:
http://www.walthamforest.gov.uk/pagecategory/libraries.aspx

If you live in the Barking area, you can hand in claim forms and evidence at
Outwood Common Estates Office, 18a Morris Avenue, Barking, Essex, RM7 2JR
Office opening hours: Open the first Tuesday of every month from 10am to 4pm.

Please note that you cannot make enquiries about your claim at this office and cannot submit online forms.

You can now let us know if you want to claim or advise us of a change in your circumstances by calling 020 8496 3000. Please choose option 3 from the interactive voice recognition menu. The service is available Monday to Friday from 8am to 6pm.

Alternatively, you can email us:
Email: revenue.services@walthamforest.gov.uk

You can also write to us and send documents to the address:
London Borough of Waltham Forest, Revenue and Benefits Service, PO Box 856, London, E17 8PN

If you need independent help and advice, you can also contact one of these organisations.

Citizens Advice Bureaux
223 Hoe Street, Walthamstow, E17 3AY. Tel: 0800 330 1117
www.walthamforestcab.org.uk

Opening times are:
Monday: 9am to 5pm
Tuesday: 9am to 5pm
Wednesday: 9am to 9pm
Thursday: 9am to 9pm
Friday: 9am to 5pm

The Pensions Service
PO Box 1085, Newcaste upon Tyne, NE89 9OD. Tel: 0345 606 3205

Job Centre Plus
If your postcode is E1 or E14:
Dover Road, Walthamstow, E17 9RH. Tel: 0845 606 2612
If your postcode is E17 or E17:
Ivanhoe Road, Leytonstone, E11 1JJ. Tel: 0845 606 2812
If your postcode is E15 or E15:
Dales House, 5 Traynor Walk, Stratford, E15 4BH. Tel: 0845 606 0148

FOR OFFICIAL USE ONLY - DO NOT COMPLETE THIS AREA

[Form details]

[Form footer]
Save time and reuse an existing account you have.

Continue with Facebook

Continue with Google

We only collect this once.
So you don’t need to provide it again.

Enter your first name(s) here.
Enter your surname here.
Enter your date of birth here.
Enter your post code here.
Enter your email address.
Enter a password.
Confirm your password here.

Sign up

Already got an account? Click me.

Find out more about having an account.
People expect
To access every department with one login
Get answers to your questions fast

We've looked at all of the questions we get asked most and made them available for each department.

Some services with a green highlight allow you to access answers to questions directly from our systems but personalised to you.

- **Benefits**
  - Benefits Frequently Asked Questions

- **Council Tax**
  - Find out more about your council tax here

- **Bins & Recycling**
  - Information on our Waste Service

- **Environmental Health & Nuisances**
  - More Info on Environmental Health

- **Housing Services**
  - More information on Housing Services

- **Licensing**
  - Frequently Asked Questions relating to Licenses
People expect
To get the information they want quickly
Next bill

Your bill is due on or around this date

Direct Debit review

We review your account every 6 months to ensure that you are paying just the right amount.

Show:

- Bills and summaries
- Meter readings
- Payments
- Documents

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/12/2016</td>
<td>Next bill date</td>
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<td>01/12/2016</td>
<td>Electricity Annual reassessment</td>
<td>Annual Direct Debit review</td>
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Council Tax

Find out more about your council tax here

Some of the information below has been personalised for you.

De-register

When is my next payment due?

<table>
<thead>
<tr>
<th>September</th>
<th>Amount</th>
<th>Paid from</th>
</tr>
</thead>
<tbody>
<tr>
<td>25th 2016</td>
<td>£104.00</td>
<td>Bank a/c ****3056</td>
</tr>
</tbody>
</table>

Change my Direct Debit details

How much have I paid this year?

How much is left to pay on this year’s Council Tax?

What is the total balance outstanding on my account including arrears from previous years?

I’d like to see a copy of my latest bill

What council tax band is my property in?

I’m moving house, what do I need to do?
Council Tax

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People expect
Search to be smarter
You asked, Font Awesome delivers with 30 shiny new icons in version 4.6. Want to request new icons? Here's how. Need vectors or want to use on the desktop? Check the cheatsheet.
Submit a request

Search for help paying rent

Benefits

Benefit Claim Form
Use this form to make a claim for housing benefit and/or council tax support
People expect
To see progress and be notified
Delivery Tracking

Delivered 10 Aug 2016

Ordered
28 Jul

Dispatched
8 Aug

BRISTOL
Your parcel was delivered

Get text message updates
Sign in to get text message updates

Shipment details
Latest update: Wednesday, 10 Aug

10:24
Your parcel was delivered
Bristol East DO

Show more

View Order Details

Recommended for You Based on No Man's Sky (PS4)
Borough Council of
King's Lynn & West Norfolk

Track my requests

Dealing with Fly Tipping
Check on the progress of your request

- 33% Complete
- STARTED: 14/09/2016
- TARGET: 18/09/2016

New Benefit Claim
Check on the progress of your request

- 75% Complete
- STARTED: 05/09/2016
- TARGET: 21/09/2016

Report Dog Fouling
Check on the progress of your request

- 75% Complete
- STARTED: 09/09/2016
- TARGET: 14/09/2016
New Benefit Claim
Check on the progress of your request

75% Complete

STARTED
05/09/2016

TARGET
21/09/2016

Steps

- Claim received
  Completed: 05/09/2016

- Assigned to an officer
  Completed: 07/09/2016

- Supporting evidence checked
  Completed: 11/09/2016

- Deciding your claim
  Started: 15/09/2016

View/Add Information

View/Add Documents

Refresh
People expect to be able to do things on any device.
Get answers to questions
Submit a request
Track my requests
Change my address
Change my mobile no
Change my password

Log Out
People expect Public Services to be less cool
Let’s prove them wrong!

John McMahon
Products Director
john.mcmahon@ieg4.com
@IEG4
Meet ReG
Proper automation
That works how you expect officers to work

Simple example - Processing Direct Debits

Using back office out of the box

Using ReG
Sounds futuristic?

North Tyneside Council has had >8000 live claims processed by ReG

Huntingdonshire Council had their first DD processed by ReG using the previous process yesterday!