Electronic new claims implementation plan

Type of claim	Description	Implementation date
Assisted claims in the OSS	Using the self-serve PC's in the OSS, customer service advisors will help new claimants complete their claim electronically.	Mar 14 – April 14
Housing associations and internal	Work with the large Housing associations and Council service departments (Housing, Childrens and Adults) to inform them of e-claims. Housing associations and internal departments will then support their clients in making supported e-claims.	April 14 – Aug 14
Voluntary sector	Demonstrate the e-claims functionality to the voluntary sector. We will then work with the voluntary sector to enable them to support their clients in making supported e-claims, and remove the stock of paper application forms	Sept 14 – Dec 14
All remaining paper forms	With a comprehensive support network through Housing associations and the voluntary sector, and IT infrastructure now in place in the OSS, we will stop making paper benefit application forms available other than in exceptional circumstances.	April 15
IT literacy training	Training courses to assist residents in developing their IT skills to enable them to transact electronically will be identified and publicised.	Mar 14 – Apr 15