

Holistic help for people in need.

Rapidly connect customers with the right type of council assistance and track outcomes.

Team Netsol worked with Cheshire West and Chester Council to develop **BECS Get Help** to support their Get HELP tool, following feedback from the Poverty Truth Commission that their residents did not know where to go to when they needed help.

BECS Get Help combines multiple welfare assessments into a single means test and signposts to other sources of support that customers need to prevent them from falling into crisis or debt, such as digital assistance, welfare, employment and housing.

Online applications for assistance are routed to the relevant council team or to other service providers to avoid more costly presentations to statutory services in the future. Neither customers nor support workers need to be expert or up to date on what help is available or who delivers it, as Get Help is there 24 hours a day to direct them to the most effective source of support for their current circumstances.

BECS Get Help includes:

- an online application form to triage customers' problems
- a personal budget calculator
- a needs assessment
- a discretionary payments assessment
- repeat awards and reminders for follow up of outcomes

Case Study: Unemployed Miss K, parent of 3 children including one with autism and a partner with health issues, had rent arrears of £950.00 and a further £277.80 for the next two weeks' rent was soon due. There was a mismatch between her rent and Universal Credit payment dates and her landlord was threatening her family with eviction. Miss K had made significant attempts to reduce her expenditure.

Unlike the traditional paper process, within 24 hours of submitting an online application an assessment was performed, Miss K's arrears were paid directly to the landlord to avoid eviction and the landlord agreed to move the rent due date to align with her UC date.

Team Netsol.

Excellence in technology.
Excellence in customer service.

Team Netsol Limited is an innovative IT company based in the UK that delivers effective, scalable solutions to the private and public sectors.

We manufacture outstanding solutions using the latest enterprise-level technologies.

Our clients benefit from a wide range of expert consultancy and project management services which empower them to drive up service levels to their customers whilst driving down the total cost of ownership.

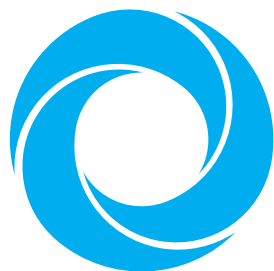
Over 80 Local Authorities use our solutions to drastically improve their performance, reduce costs and increase the number and quality of their public channels.

Our core technologies powered the success of Scotland's 2011 Census, the first national population census in the UK to be conducted online.

Team Netsol remains as ever committed to excellence in the delivery and support of Central and Local Government projects.



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