

Freedom of Information Request No. 5329

Received 10/7/2019

Responded 16/8/2019

Request/Response

Caseloads			
HB Only Caseload – As at 01/04/18		616	
CTS Only Caseload – As at 01/04/18		3911	
Joint Caseload – As at 01/04/18		2089	
HB only Caseload – As at 01/04/19		601	
CTS Only Caseload – As at 01/04/19		2757	
Joint Caseload – As at 01/04/19		3197	
Current HB Only Caseload		590	
Current CTS Only Caseload		2835	
Current Joint Caseload		3121	
Speed of Processing – Housing Benefit New Claims			
Period	Total Number of Claims	Total Number of Days	Average Days to Process
Q1 2018/19	83	3462	42
Q2 2018/19	95	3074	32
Q3 2018/19	95	2234	24
Q4 2018/19	98	2126	22
Q1 2019/20	67	1167	17
Speed of Processing – Council Tax Support New Claims			
Period	Total Number of Claims	Total Number of Days	Average Days to Process
Q1 2018/19	304	11972	39
Q2 2018/19	322	11457	36
Q3 2018/19	334	6772	20
Q4 2018/19	350	8182	23
Q1 2019/20	322	5784	18
Speed of Processing – Housing Benefit Changes in Circumstance			
Period	Total Number of Claims	Total Number of Days	Average Days to Process
Q1 2018/19	2537	84632	33
Q2 2018/19	2012	49252	24
Q3 2018/19	1844	21214	12
Q4 2018/19	5073	15872	3
Q1 2019/20	2182	14288	7
Speed of Processing – Council Tax Support Changes in Circumstance			
Period	Total Number of Claims	Total Number of Days	Average Days to Process
Q1 2018/19	2659	83948	32
Q2 2018/19	2311	46921	20
Q3 2018/19	2327	23556	10
Q4 2018/19	9107	29384	3
Q1 2019/20	3095	17862	6

Accuracy of Processing 2018/19	
Number of accuracy checks completed	
What % of decisions made does this relate	
How were cases for checking selected?	
What % of claims checked were financially incorrect	
What % of claims contained an error (including the above)	
Accuracy of Processing 2019/20 YTD 01.04.19 to 01.08.19	
Number of accuracy checks completed	503
What % of decisions made does this relate	6.74
How were cases for checking selected?	Random and from Academy reports
What % of claims checked were financially incorrect	2.58%
What % of claims contained an error (including the above)	10.53%
General Questions	
What % of your ATLAS decision notices are automated?	84.7%
What % of your Universal Credit decision notices are automated?	64.5%
Do you use Risk based Verification (RBV)?	No
If you use RBV what % of new claims received 2019/20 YTD are scored as low risk?	N/A
If you use RBV what % of changes received 2019/20 YTD are scored as low risk?	N/A
Do you offer online applications form for new claims, if yes when was this introduced?	Currently being implemented
Do you offer online applications for changes of circumstance, if yes when was this introduced?	No
As you fully live with Universal Credit? If so from what date?	Yes
Which DWP processing centre(s) process your boroughs Universal Credit claims?	Canterbury