

Benefits Service Update



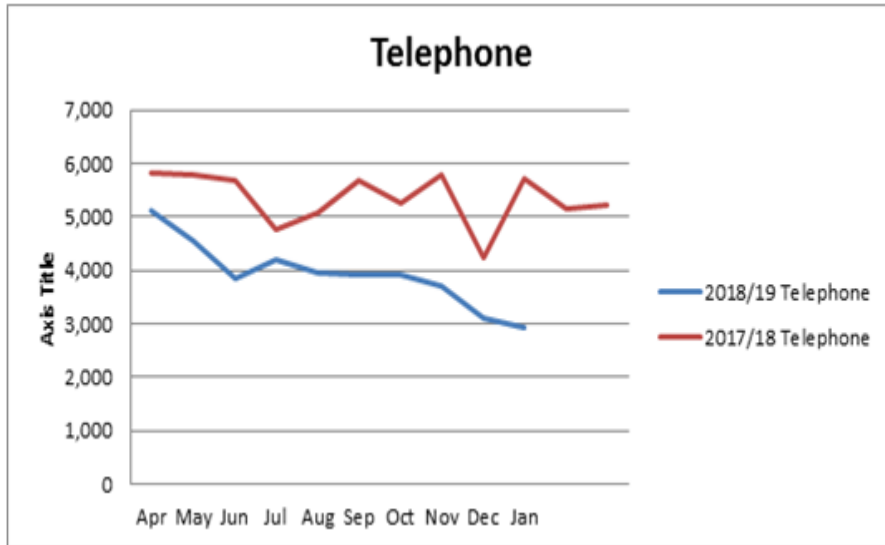
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milton keynes

Service Performance Update

- Benefits Performance Update
 - All new claims reviewed within 24 Hours of arrival
 - In month New claims under 20 days (64 days at this point last year)
 - Phone demand reducing and calls are no longer chasing where the claim is and focussed on claim resolution
 - Overall work reduced from 3341 claims to 2548 and falling.
- New Claims YTD KPI reducing in line with forecast
 - Sept18 – 41.27 Days
 - Jan 18 – 33.40 Days

HB Telephone Enquires



- Reduction a direct result of improvements in the age profile
- New claim up to date continues to reduce demand
- Allowed focus on:
 - RTI
 - RBV
 - VEP
 - Training
 - Overall work reduction.

2019 - Service Improvements

- Risk Based Verification full live service
- Resource plan for 2019-20 to maintain performance
- Further recruitment of Apprentices
- Channel Shift and wider digital channels including automated FAQ's and processing of changes (automation of Universal Credit changes)
- 2019 shared resource management (Northampton and MK Operations)
- Self Service Scanning of evidence
- Continued improvement quality and productivity

DWP Comments

- Service is unrecognisable from January 2017
- Focus on clearing today's work today
- Council has transformed to full service universal Credit
- Organisational Structures support effective management of housing benefits
- Processed at first point of contact
- Pended work is managed and controlled
- Dedicated Training and Quality Assurance Team in place
- Staff listened to and empowered

Speed of processing Changes in Circumstances

- MKC R&B still in recovery during this period
- One of the Highest in term of cases to process
- 2nd Lowest average processing
- Nationally large LAs have to manage increasing numbers of changes.
- Oct to Feb 18/19 MKC averages 8.72 days just over national average.

Official DWP Qtr. 2 Data	Change of Circumstances		
Local Authority Name	Total number of processing days	Total number of processed cases	Average speed of processing
GREAT BRITAIN	18,805,203	2,302,664	8
ENGLAND	16,616,793	2,005,624	8
Milton Keynes	151,598	13,844	11
Central Bedfordshire	117,130	6,038	19
Luton	138,195	9,339	15
Northampton	92,305	13,708	7
Derby	105,418	7,956	13
Leicester	322,570	17,391	19
Nottingham	326,730	22,372	15

Overpayments / Underpayments

- Customer error - Incorrect information supplied
- Late notification of a beneficial change without good cause
- Staff errors – LA error below the 0.48% the DWP allow for Subsidy.
 - Transposition of figures
 - Failed to follow guidance or regulation
- Revised decisions – reconsideration/Appeal or LWP/DHP Hardship review.
- QA checking monthly
 - Performance review meeting
 - Supportive review through 1 to 1's, followed by a PIP with training and mentoring if needed.