

1 August 2019
Our ref: 5459028

Thank you for your request received on 10 July 2019, for the following information:

Under the Freedom of Information act I am writing to you to obtain information in respect of your Housing Benefit (HB) and Council Tax Support (CTS) service. For ease could you please complete the below pro-forma in respect of these services.

Caseloads

HB Only Caseload ' As at 01/04/18

CTS Only Caseload ' As at 01/04/18

Joint Caseload ' As at 01/04/18

HB only Caseload ' As at 01/04/19

CTS Only Caseload ' As at 01/04/19

Joint Caseload ' As at 01/04/19

Current HB Only Caseload

Current CTS Only Caseload

Current Joint Caseload

Speed of Processing ' Housing Benefit New Claims

Period Total Number of Claims Total Number of Days Average Days to Process

Q1 2018/19

Q2 2018/19

Q3 2018/19

Q4 2018/19

Q1 2019/20

Speed of Processing ' Council Tax Support New Claims

Period Total Number of Claims Total Number of Days Average Days to Process

Q1 2018/19

Q2 2018/19

Q3 2018/19

Q4 2018/19

Q1 2019/20

Speed of Processing ' Housing Benefit Changes in Circumstance

Period Total Number of Claims Total Number of Days Average Days to Process

Q1 2018/19

Q2 2018/19

Q3 2018/19

Q4 2018/19

Q1 2019/20

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

Q2 2018/19

Q3 2018/19

Q4 2018/19

Q1 2019/20

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

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)

General Questions

What % of your ATLAS decision notices are automated?

What % of your Universal Credit decision notices are automated?

Do you use Risk based Verification (RBV)?

If you use RBV what % of new claims received 2019/20 YTD are scored as low risk?

If you use RBV what % of changes received 2019/20 YTD are scored as low risk?

Do you offer online applications form for new claims, if yes when was this introduced?

Do you offer online applications for changes of circumstance, if yes when was this introduced?

As you fully live with Universal Credit? If so from what date?

Which DWP processing centre(s) process your boroughs Universal Credit claims?

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and although we hold some of the information requested, some is not held by London Borough of Barnet because some aspects of the request are not reported on and therefore the information is not held. For example, we do not report on non-financial errors and with regard to the percentage of claims containing an error we are unable to provide this information as all system reports class a joint HB/ CTS as separate decisions when in fact they are one.

We have provided answers to your request below showing where we do not hold the information requested.

Under the Freedom of Information act I am writing to you to obtain information in respect of your Housing Benefit (HB) and Council Tax Support (CTS) service. For ease could you please complete the below pro-forma in respect of these services.

Caseloads

HB Only Caseload – As at 01/04/18	7163
CTS Only Caseload – As at 01/04/18	4250
Joint Caseload – As at 01/04/18	34295
HB only Caseload – As at 01/04/19	5832
CTS Only Caseload – As at 01/04/19	6851
Joint Caseload – As at 01/04/19	32431
Current HB Only Caseload	5417
Current CTS Only Caseload	7487
Current Joint Caseload	32256

Speed of Processing – Housing Benefit New Claims

Period	Total Number of Claims	Total Number of Days	Average Days to Process
Q1 2018/19	1751	37191	21.23
Q2 2018/19	658	11095	16.86
Q3 2018/19	586	10276	17.53
Q4 2018/19	609	11066	18.17
Q1 2019/20	468	8926	19.07

Speed of Processing – Council Tax Support New Claims

Period	Total Number of Claims	Total Number of Days	Average Days to Process
Q1 2018/19	1795	38073	21.21
Q2 2018/19	1595	30771	19.29
Q3 2018/19	1447	30865	21.33
Q4 2018/19	1267	24410	19.26
Q1 2019/20	1212	25365	20.92

Speed of Processing – Housing Benefit Changes in Circumstance

Period	Total Number of Claims	Total Number of Days	Average Days to Process
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		Days	
Q1 2018/19	26094	148463	5.68
Q2 2018/19	20386	105696	5.18
Q3 2018/19	17919	96044	5.35
Q4 2018/19	42093	115022	2.73
Q1 2019/20	27402	120058	4.38

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	18148	105677	5.82
Q2 2018/19	15661	88130	5.32
Q3 2018/19	16162	107040	6.62
Q4 2018/19	18947	109572	5.78
Q1 2019/20	22840	141734	6.20

Accuracy of Processing 2018/19

Number of accuracy checks completed	5620
What % of decisions made does this relate	>4%
How were cases for checking selected?	Random 4% sample of cases generated by system report – and all payments over £1600 checked.

What % of claims checked were financially incorrect	3.51%
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What % of claims contained an error (including the above)	n/a
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Accuracy of Processing 2019/20 YTD

Number of accuracy checks completed	1588
What % of decisions made does this relate	>4%
How were cases for checking selected?	Random 4% sample of cases generated by system report – and all payments over £1600

What % of claims checked were financially incorrect	4.16%
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What % of claims contained an error (including the above)	n/a
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General Questions

What % of your ATLAS decision notices are automated?	36.66%
What % of your Universal Credit decision notices are automated?	Nil
Do you use Risk based Verification (RBV)?	Only on CIC's
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?	30.49% (April 19 to date)
Do you offer online applications form for new claims, if yes when was this introduced?	Yes - 2015
Do you offer online applications for changes of circumstance, if yes when was this introduced?	Yes - June 2019
As you fully live with Universal Credit? If so from what date?	Yes - May 2018

Which DWP processing centre(s) process your boroughs Universal Credit claims?

Belfast

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.