

Appendix 2 – RB Joint Committee – 20 February 2018 – Universal Credit Update – Impact on Workload

Support required from Revenues and Benefits Service	Number of customers affected City of Lincoln			Number of customers affected North Kesteven			Impact
	December 2017	October 2017	August 2017	December 2017	October 2017	August 2017	
Pensioners	1,869	1,873	1,873	1,819	1,833	1,851	Increase in caseload as working age customers 'drop off' UC and return to the Local Authority to claim HB
Working age & Pension age – processing of CTS claims	8,895	8,964	9,176	5,874	5,874	5,959	Increase in workload due to the number of change in circumstances received per month. These claims will become more complex as UC will be processed on HMRC earnings data – which could result in monthly changes for the customer.
Working age & pension age re-billing for CTS claims	8,895	8,964	9,176	5,874	5,874	5,959	Increase in number of revised bills issued due to monthly UC changes

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Support required from Revenues and Benefits Service							
							resulting in monthly CTS changes.
Working age & pension age Council Tax recovery for CTS claims	8,895	8,964	9,176	5,874	5,874	5,959	<p>Lower collection rates: Recovery may cease to take place due to the timescales from date a new bill is issued to the date the instalment can be taken – if accounts are being amended monthly, there will not be sufficient time to issue reminders.</p> <p>Increase in unenforced recovery activity for collection of amended instalments.</p>

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Working age & pension age DHP		TBC	12 = UC ongoing 374 – HB ongoing 56 – HB one-off		TBC	10 = UC ongoing 238 = HB ongoing 19 = HB one-off	<p>Increase of DHP applications due to the UC delays of over 5 weeks (7 waiting days + 1 month arrears).</p> <p>Increase in changes to DHP awards due to the multiple reassessments as part of UC</p> <p>Review of DHP policy to ensure it is fit for purpose for UC customers</p>
Appeals and Revisions	1,869 = HB Pensioners 8,895 = CTS working	1,873 = HB Pensioners 8,964 = CTS working	1,873 = HB Pensioners 9,176 = CTS working	1,819 = HB Pensioners 5,874 = CTS working	1,833 = HB Pensioners 5,874 = CTS working	1,851 = HB Pensioners 5,959 = CTS working	<p>Increase in appeals due to the multiple reassessments of part of UC</p>

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	age & pensioners	age & pensioners	age & pensioners	age & pensioners	age & pensioners	age & pensioners	
Housing Benefit Overpayments			3,885 = HB collection 3,253 = Sundry Debts		TBC	TBC	<p>Retention of legacy benefit (HB) overpayments: Overpayments for those currently in receipt of HB will remain with the LA once the customer moves to UC and alternative methods of recovery will be required. Will no longer be able to reduce ongoing HB to cover the overpayment as customer will be in receipt of UC.</p> <p>Difficult to recover: The method of recovery will be limited, with an attachment of benefit</p>

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							being ranked at an importance of 16 th
Digital Support	6,087	6,139	6,336	2,723	2,738	2,770	Digital support for existing HB customers as all UC communication will be using a digital platform.