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Benefits Claims Processing Times

Did the HB delays cause any hardship? Were we able to offset any hardship caused? Cllr Shirley Langmead

Harry Roper – Performance & Communications Officer

It is not possible to quantify this although there was no spike in complaints received or indeed any formal complaints during this period. As stated, the issue was software related and beyond the control of TDC

Jo Wells – Benefits Team Leader

The 8 week delay due to capita software had minimal impact on customers as the changes needing to be implemented were increases in the Local housing Allowance rate & additional earnings disregard increases. Customers had been advised during the annual billing exercise in their letters around the middle of March as to the original new LHA rates and benefit entitlement & would have recalculated their new 'top up' due to landlords (if any).

Customers were still receiving payments from us, and any arrears because of the Legislation changes were issued to either the customer or landlord at the end of May