

## APPENDIX 3 – Q3 COMPLAINTS FOR BENEFITS

Service Area	Area of Complaint	Further background	Actions submitted in Quarter Two and Outcomes
<b>Benefits</b>	Delay in Processing claims, responding to email or correspondence	<p><u>Delays in Processing</u></p> <p>This is where customers believe we have taken too long to process New Claims or Change Events, replied to correspondence or email. Any delays lead to inappropriate recovery action both with Rents and Revenues Service Areas (and Private/Social Landlords).</p> <p>The number of complaints relating to delays in processing shows that in comparison to the number of transactions undertaken by the Benefit Service, only 0.05% generated a complaint of which 0.01% of these was found to be justified.</p> <p>In Quarter Two, the number of complaints received in relation to delays was 40 of which 17 were deemed justified. In Quarter three this number has shown a reduction of 6 (15%), and the number of justified cases has reduced from 17 to 15.</p>	<p><b>Introduction of Risk Based Verification, approx.50% of caseload will no longer require evidence to be submitted as part of the claim. This will reduce volumes of work coming in and speed up time to process claims.</b></p> <p><u>Measure of above</u></p> <p>Number of transactions in Q3 has reduced by 25,332 (showing an overall reduction 27%), and an increase in the speed of processing for New Claims from 21.25 to 20.97days. Performance is reported to Benefits Service Management Team on a monthly basis</p> <p><b>The Service is maintaining the Customer Promise of responding to all complaints within 20 calendar days, this is monitored daily.</b></p> <p><u>Measure of above</u></p> <p>Customer Promise analysis shows 100% compliance within 20 days, and is reported to Benefit Service Management Team monthly.</p> <p><b>The new IEG4 form (self-service form) has now been introduced, this confirms with customers of any</b></p>

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			<p>evidence (if appropriate) to support claims, which contributes to an audit trail of claims submitted, and is more efficient and cost effective for the both the Service and the Customer.</p> <p>Compliance Team targeted quality control in place to pick up errors within the processes and provide feedback to appropriate staff. These errors form part of individual performance monitoring with Managers</p> <p><u>Measure of Above</u></p> <p>Benefit Service conduct a 4% check of all work completed each week, for this quarter, the number of checks completed by the Compliance was 14,366 items. The error rate reported for this quarter was reduced from 4% in quarter two to 2% in quarter three. A number of these checks were targeted to the work done under Risk Based Verification and the use of the IEG4 form, to evidence for Auditors that the processes have been embedded in to the Service effectively and correctly applied to claims.</p>
	Reconsideration	<p><u>Reconsideration</u></p> <p>Periodically customers will use the complaints process when as evidenced in previous quarters a request for service would have sufficed. Against the number of transactions completed, only</p>	<p>Introduction of both Risk Based Verification and Real Time Information continues to assist with ensuring the data held to evidence claims is up to date, and customers only need to submit evidence dependant on the Risk Group (low risk means claims can be submitted with minimal evidence - which in turn will</p>

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		<p>0.02% of these transactions generated a justified complaint.</p> <p>In Quarter Two, the number of complaints received in relation to reconsiderations was 37 of which 13 were deemed justified. In Quarter three this number has shown a reduction of 2 (11%), and the number of justified cases has reduced from 15 to 13.</p>	<p>speed up processing times)</p> <p><u>Measure of Above</u></p> <p>## Need details of numbers of RBV at each level to substantiate the number of items processed being reduced##</p> <p>Data Matching records with DWP information ensures all income used in benefit calculations are up to date and correct.</p> <p><u>Measure of Above</u></p> <p>## Need details of numbers of Data Matches that were completed (I know all data matches were brought up to date before Christmas, Sarah to provide stats) to substantiate the number of items processed ##</p> <p>Self Employed Intervention schedule has just been completed, giving customers opportunity to ensure all income used in assessments is up to date and correct.</p> <p><u>Measure of Above</u></p> <p>## Need details of numbers of cases to substantiate the number of items processed ##</p>

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			<p>Again as above, Compliance and Quality control checks are conducted to ensure errors are detected rectified and individual's performance managed. (including any training needs identified)</p> <p><u>Measure of Above</u></p> <p>See notes for delays, regarding compliance checks and the reduction in error detected.</p>
	Request for Clarification Explanation	<p><u>Request for Clarification/Explanation</u></p> <p>This is where customers believe we haven't got their benefit details correctly updated , linked to updating of DWP passported benefits which customers don't associate as changes to entitlement or customers not aware of need to report changes</p> <p>In Quarter Two, the number of complaints received in relation to requests for clarification was 34 of which 8 were deemed justified. In Quarter three this number has shown a reduction of 7 (21%), but the number of justified cases has seen an increase from 8 to 9.</p>	<p>The reasons for these complaints were all captured in actions above</p> <p><u>Measure of Above</u></p> <p>As above, but also an exercise was conducted to review Pension Credit cases to ensure Benefit awards were correct, this generated an additional number of enquiries.</p>