

## **Appendix 1 - Additional comment on the performance of the Benefits Service**

**Subject: Sample data testing for errors in Benefit application processing % of errors found over what period of time and how many samples tested.**

The Benefit service so far for this year has had a number of projects for checking. These projects have been undertaken in this financial year and will continue throughout the year as we continually review our trends of claim management. So far the projects are:

- a) 100% check of all new claims received from November 2017 to May 2018. This was checking of 1040 claims and resulted in a 98.07% accuracy rate with 20 claims being incorrect. This project was identified to ensure that the staff were paying the correct claim and signposting to the DWP for Universal Credit correctly.
- b) 100% of claims which were being paid outside of the Oxford City Council boundary (this is legally correct under the old rules, but cannot for Universal Credit rules) of which resulted in 215 claims identified. Of these, 3 errors were found resulting in a 98.6% accuracy. Overpayments created as a result of this checking have been written off as LA error.
- c) A 4% check of all work for the staff is completed weekly. Due to the amount of checking that has already been undertaken so far, there is a delay in this work being up to date. We are expecting this work to be up to date by the end of September.
- d) 100% of claims where there are 3 children in the family. This has been created to ensure that families which are currently restricted under the 2 child rule are being asked to provide details of their working tax credit letter which shows a 3 child award and therefore the family could receive more entitlement. This so far has been 158 claims identified on our caseload and 15 are incorrect. This is a 90.5% accuracy. Of those 15 claims, the service has written to these people to increase their entitlement.

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