A BENEFITS MANAGER'S GUIDE TO

UCDS

solving the **problem** our customers **identified**

OVERVIEW

Govtech's Universal Credit Digital Service (UCDS) reduces the resources consumed in processing Universal Credit notifications from the Department of Work and Pensions (DWP).

Working closely with our customers and drawing on over a decade's experience of accurate and timely digital process automation, UCDS significantly reduces and simplifies the processing of HB Stop and LCTR Notifications.

Pre-assessing, cleansing, and filtering daily Notifications files before they are imported into your R&B system reduces the number of Notifications loaded and increases the number that are automated. Your accessors work only on cases that require their attention; this has become vital to manage a rising tide of LCTR Changes.

UCDS reduces the resources consumed in processing UC Notifications by:
- Reducing the number of work items created in the Benefits system
- Improving data quality, enabling councils to maximise automated processing
- Significantly increasing automatic matching of records
- Presenting case information to assessors clearly and in context

ADDITIONAL BENEFITS

Remove unnecessary work
Less work is created, and better information is provided, reducing, and simplifying accessors' tasks, so they only work on what is needed.

Save resources
Significantly reduce manually searching and matching data, as automation pre-matches and cleanses UC files.

Improve data quality
As data is validated, filtered and pre-assessed, no more 'raw' files to cause mismatches, contradictions, and anomalies, with no relevance to LCTR.

Aid compliance
An audit trail is created for all notifications received, whether a notification was filtered out, if it was actionable, or non-actionable.

Agility for CTR schemes
Parameters can be changed to support local CTR eligibility rules, such as income banding; thus, granting long-term maintenance of claimant eligibility.

Manage increasing volume
Governance and grants change affecting LCTR work streams. Automation yields growing volumes and prioritises work queues.

> " Part of the furniture. They just get it. "
>
> Geraldine Goodwin, Revenues Manager
> **North Hertfordshire District Council**

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As the volumes of UC Notifications increases, processing and checking eligibility becomes ever more challenging and can easily overwhelm Benefits departments. But Council Tax collection rates depend upon the rapid and efficient assessment and processing of changes to Council Tax Reduction entitlement.

UCDS helps by ensuring that Assessors work only on changes that require their attention.

What is UCDS?

UCDS is Govtech's digital process automation service for validating, filtering, and pre-assessing HB Stop and LCTR files, before importing them into your R&B system. It filters out changes that are irrelevant, or insignificant, so it reduces the number of items being loaded. Cleaner data means fewer interventions are triggered. But when they are, UCDS presents information to assessors clearly and in context, so they can immediately see what needs to be done.

Why is it needed?

UCDS cuts workload and simplifies things for assessors, reducing the resources consumed every day. This makes UCDS an ideal "invest to save" proposition. Filtering strips out irrelevant or insignificant changes; pre-matching addresses, cleansing claimant and household data and improving the way all of this is presented helps assessors work more productively, which gets the job done much quicker.

How does it work?

Loading 'raw' files of DWP data into your Benefits system creates mismatches, contradictions, anomalies, and work items with no relevance to LCTR. UCDS avoids this by pre-assessing, cleaning, and filtering the daily files before they are imported.

The pre-assessment process effectively asks 'what will happen if I load this file into the Benefit system?'. It then responds accordingly by filtering out, editing and/or aligning records with the Benefits system and local CTR scheme before the files are imported. Because of this, fewer notifications are loaded, data quality and consistency are improved, data matching rates rise significantly, and the information presented to assessors is transformed.

Notifications that require no action in the Benefits system are removed from the DWP file; instead, for audit purposes, a PDF rendition of the UC data is automatically archived in the Document Management System. Examples include Notifications relating to Supported/Exempt Accommodation, Temporary Accommodation, no active CTR claim, repeated HB Stops, etc. Audit reports list all Notifications pre-assessed by UCDS from both the UCDSStop and UCDSLCTR files and record the associated UCDS pre-assessment comments.

SUCCESS STORIES

Sandwell Metropolitan Borough Council

Taking back control of increasing ATLAS workstreams

Protecting service standards and reducing the workload associated with Universal Credit claims for Sandwell MBC.

- CT bill changes are accurate and up-to-date
- Significant reduction in unmatched cases
- 60% less time spent on each unmatched case
- Assessors' capacity increased by improved productivity

NHDC North Hertfordshire District Council

Transforming productivity in CTS administration

Making the management of a complex DWP ATLAS workstream much simpler for North Hertfordshire DC.

- 80% of UC claims automated
- Information within DWP Notifications now presented in context
- Backlog cleared and workload now manageable
- Temporary staff no longer needed; less experienced staff handle complex workstreams

Do you want to reduce workloads and improve productivity?

Digital process automation can make it a reality. Let's start a conversation to explore how we can help you on your digital transformation journey and realise the savings at once.

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