



Leicestershire Partnership Revenues & Benefits

IMPLEMENTATION OF RISK
BASED VERIFICATION
SOFTWARE

1. PURPOSE OF THE REPORT

- 1.1 To update the Committee on the progress of implementing the RBV software.

2 RECOMMENDATION

- 2.1 That the content of the report be noted.

3. BACKGROUND

- 3.1 The Partnership is responsible for the calculation and award of Housing Benefit and Local Council Tax Support, subject to an accepted application form and verification of that application.

Risk Based Verification (RBV) is a method of applying different levels of checks to benefit claims according to the risk associated with those claims. The approach allows for a more intense verification activity to be focused on claims more prone to fraud and error.

The model has been developed using data from 3 million new claims and 16 months worth of new claim information (SHBE, Fraud and socio-demographic data) from a mix of urban/rural based local authorities.

4.0 IMPLEMENTATION TIMELINE

- 4.1 Determining the baseline-July / August 2016

Each of the three databases are interrogated to determine the % of fraud and error in our current new claims caseload. This is achieved by the assessor inputting an indicator on an individual claim where they discover that fraud and or error has been discovered at the point of verification.

A sanity check is conducted over a number of weeks following the establishment of the baseline to compare the actual levels of fraud and error with national trends.

- 4.2 RBV Workshop-September 1 2016

The workshop is designed to

- review our current new claims process
- develop and recommend new processes
- determine training requirements

- 4.3 Assessor training-September 22 2016

It is important that the assessors trust and have confidence in the risk score provided by the software. The training is designed to bring about a 'culture change' in the way that claims are processed and to re-iterate the importance of adhering to the minimum standards of verification

- 4.4 Go Live – October 1 2016