## THE THANET DISTRICT COUNCIL

## **RECORD OF DECISION OF CABINET**

Name of Cabinet Member:	Councillor John Townend
Relevant Portfolio:	Financial Services and Estates
Date of Decision:	15 June 2017
Subject:	Improvements in housing benefit / council tax support verification process
Key Decision Yes	In Forward Plan Yes
Brief summary of matter:	
Introduce a Risk Based Verification scheme to complement the digital benefits system in the summer of 2017.	
Decision made:	
Cabinet approved the implementation of a Risk Based Verification policy for new claims to Housing Benefit and Council Tax Support.	
Reasons for decision:	
This option will allow us to offer a far more modern and cost effective service to our customers. It will result in us targeting resources at those claims which are more likely to result in fraud and error whilst simplifying and streamlining processes for the majority of our customers.	
Alternatives considered and why rejected:	

Do not introduce a Risk Based Verification scheme. This option will result in the current process for administering benefit claims continuing. The impact would be that we could not implement a Digital Benefits system, could not improve the customer experience, reduce paperwork or reduce costs. This option is not recommended.

Details of any conflict of interest declared by any executive Member who has been consulted and of any dispensation granted by the Standards Committee:

None

Author of Officer report:

Andrew Stevens, Assistant Director (Customer Delivery) EK Services

Background papers

Improvements in housing benefit / council tax support verification process Appendix 1 - RBV Policy - TDC final Appendix 2 - CIA Form

Statement if decision is an urgent one and therefore not subject to call-in:

None

Last date for call in:

23 June 2017