

Keeping benefit and business grant payments flowing

Helping citizens get benefit payments and business rate grants, as quickly as possible, with expert resource.



Making sure that citizens in their time of need get paid the benefits and business grants they are entitled to on time is a key council task but it can be a challenge. In the current health crisis when there are more citizens applying for support than ever before, but fewer staff available to assess their claims and business grants, it's a strain.

It's always important that benefit claims and business rate grants are assessed and approved quickly and accurately, so that those in need can receive crucial financial support when they need it. It's even more important during the Covid-19 pandemic, when many people are encountering reduced incomes and need extra help.

But the pandemic is putting pressure on councils' ability to assess and process claims and business grants quickly, because more claims are being made and teams are struggling to cope with the large influx of unexpected demand.

We're here to help

Our benefits and grant disbursement resilience service boosts councils' benefits teams with extra expert resource during times of increased demand and reduced capacity.

The service is immediately available to strengthen councils' ability to keep paying benefits and business rate grants quickly and accurately during difficult times, and to make sure that vulnerable citizens get the financial support they need and fast.

We handle all administrative duties, from the initial point of customer contact and claim assessment and payment to overpayment recovery and appeals, providing:

- access to 2,600 highly experienced and skilled benefits claims assessors
- a dedicated contact management team
- expert system knowledge
- forecasting to predict peaks in demand
- training for council employees
- a range of service delivery models and partnership options





Taking the strain in a crisis

Benefits for local authorities:

- A flexible service that can be switched on and off to help with immediate short term resilience or to support in the longer term
- Effective, reliable, expert resource when they need it most
- Reduced backlogs
- A combination of value for money, best-practice processes

Benefits for citizens:

- Serving vulnerable residents efficiently to avoid financial shortcomings arising from delay in benefits or business grant payments
- Increasing confidence that citizens are receiving the correct level of benefit, enabling them to manage their household budget more effectively
- Skilled and experienced benefits claims assessors handling their claims

“I just wanted to thank you and the rest of the team for the fantastic job you’ve done getting the grants out so quickly. It really shows we’re doing what we can to support business”

A Lead Member from a London Borough Council

Why we’re uniquely placed to help

- We have a team of highly skilled and experienced benefits claims assessors and customer contact managers who have provided this service to local authorities for many years
- We have expert insight into and knowledge of benefits claim and business rates assessment systems
- We’re the country’s leading provider of benefits support services, supporting more than 100 local authorities across the UK and paying more than £1bn in housing benefits every year

Spotlight on Verify Earning and Payment Alerts

To prevent housing benefits being paid incorrectly, councils receive notifications from the Department for Work and Pensions, known as Verify Earnings and Payment Alerts, about changes to a claimant’s employment status, earnings and any non-state pension enrolment that could affect the amount of housing benefit that is awarded.

We have a large and experienced team of 130 skilled remotely working Verify Earning and Payments processors, helping many UK councils to process alerts as they happen and increase the accuracy of their housing benefit payments.

We work with all three major software platforms and multiple document management systems, and we provide best-in-class management information to support our services.

We can:

- process alerts at a guaranteed and cost-effective rate, due to our optimised process
- contact citizens and collect any additional data or evidence that’s required to complete the processing

To discuss how we can look after the back office while you focus on the front line, please contact Judith Keech at Judith.keech@capita.com

Find out more about Capita’s solutions to support society in the current health crisis at capita.com

