

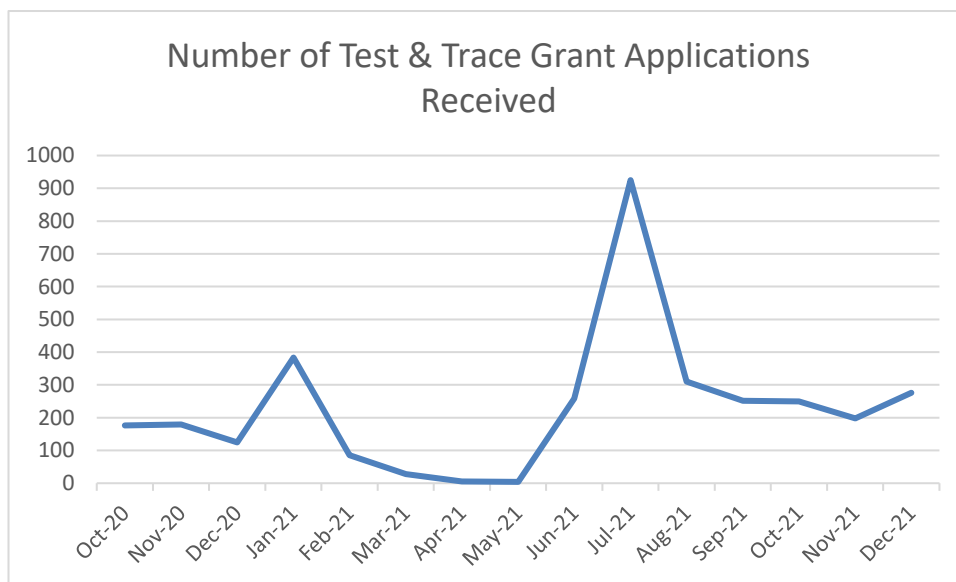
Written response to: Business & Transformation Scrutiny Panel

Resolution: That the Policy and Performance Officer provide the Panel with further information on the Test and Trace Support payments and how the additional work was staffed.

Written response from: Policy & Performance Officer / Revenues & Benefits Operations Manager

Response:

The line graph below shows how the number of applications spiked over the Summer months.



We have used overtime and worked additional hours within the Assessment Officers to address the additional capacity needed. Secure DWP system access and awareness of relevant benefits/income is required, so additional staffing would not have been an easy or quick option.

The peak in cases after Euro 2020 coincided with the main holiday period and as a result, processing performance was affected. In the peak we had 3 FTEs working on this , that has reduced back to 1 FTE during the Autumn and Winter.

Applications had started to rise in December 2021 and more so in January due to the Omicron variant. This is expected to continue to have an impact during Quarter 4 using overtime to address. Applications are starting to slow down but we have registered over 850 applications so far this month (up to 24/1/22).

Date: 25/1/22