



Stockport Homes automates Universal Credit Verifications to handle peak volumes



About

Stockport Homes was formed in 2005, to manage housing stock across Stockport on behalf of Stockport Council. Being Stockport's largest landlord, they are managing over 12,000 properties, as well as their own growing portfolio of new build homes. Stockport Homes is dedicated to deliver high-quality, award-winning services to their customers and communities, aiming to transform lives and create homes and communities that are safe and secure.

Stockport Homes aspire to apply digital transformation to the workplace, embrace digital solutions that can free their staff from repetitive manual work, while enhancing the overall productivity.





MANUAL

Processes

RPA

Robotic Process Automation

They have chosen to streamline the Universal Credit Verifications process as the first step for Robotic Process Automation (RPA). It is a high volume, monotonous, rules-based task, ideally suited to automation. Pressure from volume increases and on staff time were exacerbated in the peak April 2022 processing period, as the DWP required housing associations to individually approve every rent change via their UC portal . In addition, **volumes will continue to grow over the next two years as the DWP requires all benefit claimants (including Housing Benefit) to be moved over to Universal Credit by the end of 2024, with moves from legacy schemes resuming in May 2022.** This growing workload will further increase pressure on staff which an automated solution will significantly alleviate.





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Enterprise RPA was entrusted to develop a fully automated solution which verifies and submits Universal Credit claims requested by the DWP via its online portal. The automation was completed in a few weeks from initial specification to live soft launch. **The average processing time per claim is c.40 seconds, which is 7.5 times faster than a human. The robot processed over 3000 claims successfully over 9 working days in April 22, eradicating any backlog and avoiding chase emails from the DWP for overdue claims.** Had staff members being doing this work it would amount to around 307 hours processing, an overall saving of 273 hours (7.38 FTE), a high proportion of which would be at premium overtime rates. From a customer service perspective, residents will also receive their entitlements sooner based on rapid confirmation.

“What a robot processed in a day would take around 34 hours for a staff member to do, which is almost 1 FTE for the week. Peak volumes have been comfortably handled, freeing up CSO time for more value-added tasks. With the robot in place, we are well prepared for the next UCV peak, and it gives us an idea of which process to automate next.”

Leanne Merga, Customer Finance Manager, Stockport Homes



Enterprise RPA

About Enterprise RPA

Enterprise RPA is a business dedicated to delivering the best Robotic Process Automation, Artificial Intelligence and Digital Assistant solutions, with proven results for clients working with our expert team of RPA mentors.

We partner with world-class automation platforms such as DRUID-AI (digital assistants / chat bots), Evolution AI (Natural Language Processing [NLP] & Document Understanding), Microsoft Power Automate and UiPath Hyper-automation to deliver blended automated solutions for clients to remove inefficiency, save money, grow revenue, and deliver better customer services by automating low-value, high volume, repetitive tasks.

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