Further to your Information request FOI66761 please find your questions and our responses below:

- How many housing benefit recipients does your council have in total? 5750

- Out of that total, how many are in receipt of housing benefit and how many are in receipt of local housing allowance (LHA)? 1098

- How many households claiming housing benefit through your council have a variable or fluctuating income and must submit payslips and wage information for housing benefit adjustments on a regular basis because their income varies? 1383 (these are the figures for claims that have customers with earnings)

- How does the council calculate housing benefit claims for people on variable or fluctuating incomes – for example, does the council calculate a monthly income average, or a weekly income average? Generally if the customer has earnings, for example, that are paid weekly, we will calculate the average over 5 consecutive weeks, if they are paid monthly we will calculate the average over 2 consecutive months.

- How regularly must people on variable or fluctuating incomes submit their payslips and wage information for housing benefit adjustment? Whenever their earnings have a significant change

- What formats can people use to report variable or fluctuating incomes and to submit payslips or wage information? Do they have to hand-deliver or post payslips and wage information through the mail, or are they able to submit information electronically? Customers can hand-deliver, post payslips/info or email the details/scanned documents to the benefits email address

- If so, what systems can people use to make those submissions (for example – can they email information, use online forms, etc). Is online reporting possible? They can email the documents to the benefits email address

- How long do housing benefit claims that are adjusted to accommodate variable incomes take to process? This obviously fluctuates depending on work-load but we aim to deal with changes within 10 days

If you are unhappy with the information we have provided in response to your request please write to:
We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

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