

FOI Ref

**11543**

Response sent

**25 Aug 22**

**(CCC) Revenues/Benefits Workflow System and Caseload**

1. What workflow system do you use for Revenues and Benefits work?
2. What is your caseload for Benefits, NNDR and Council Tax?

**Response**

1. NEC - Enterprise
2. Caseloads

Benefits - 6673 CTR & 4289 HB  
NNDR - 4,450  
Ctax - 59,891

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions, please do not hesitate to contact us.

Further queries on this matter should be directed to [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)