



I am looking into the use of AI technology within the welfare benefits systems and would like to know the following please.

- 1) What application is used by your authority to administer welfare benefits? [NEC Software Solutions UK](#)
- 2) Within that system what 'automation' is being used to administer welfare benefits? (this includes auto assessments, DWP APIs, RTI processing online self service and robotic process assessments) [DWP APIs – Integration is in place with Automated Transfer to Local Authority Systems \(ATLAS\) and the Universal Credit Data Share \(UCDS\). While these processes are largely automated, human oversight is incorporated either before automation begins or after it completes, particularly where changes to benefit awards require manual verification to ensure accuracy.](#)
- 3) Within that system what 'Artificial intelligence' is being used to administer welfare benefits? (this includes Fraud detection, risk scoring, Natural language processing, document recognition and predictive analytics) [None](#)