

Housing Benefit Circular

Department for Work and Pensions
Caxton House, Tothill Street, London SW1H 9NA

HB A12/2015

ADJUDICATION AND OPERATIONS CIRCULAR

WHO SHOULD READ	All Housing Benefit staff
ACTION	For information
SUBJECT	Process to obtain appropriate claimant Personal Independence Payment information not available via the Customer Information System

Guidance Manual

The information in this circular does not affect the content of the HB Guidance Manual.

Queries

extra copies of this circular/copies of previous circulars can be found at <https://www.gov.uk/government/collections/housing-benefit-for-local-authorities-circulars>

- about the
 - **technical content of this circular**, contact the Local Authority Support team
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Process to obtain appropriate claimant Personal Independence Payment information not available via the Customer Information System

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Process to obtain appropriate claimant Personal Independence Payment information not available via the Customer Information System

Introduction

1. It is not possible for all Personal Independence Payment (PIP) records to be made available via the Customer Information System (CIS) or via the Automated Transfer to Local Authority Systems (ATLAS). Where award details for Housing Benefit/Council Tax Reduction (HB/CTR) is required by a local authority (LA) this can be provided clerically.
2. HB circular [A11/2014](#) provided an explanation on how LAs are able to access this information with effect from the 1 June 2014. [HB G11/2014](#) published in November 2014, detailed the process to supply updates to the LA Nominated contact list. It also provided the Regional Benefit Centre (RBC) Nominated contacts and a table providing postcode mapping that enables each LA to identify which of the RBCs should be used for each case based on the claimants' postcode
3. We have now updated this guidance below to incorporate all previous information to ensure joined up working and, in turn, improve the customer journey.

Clerical process

4. Where a person makes a new claim to HB/CTR, or an existing HB/CTR claimant informs you they have claimed or are in receipt of PIP, this may initiate a CIS check to obtain relevant information about the award. However, in some instances you will not be able to trace the record and when this occurs you should take the following action:

Claim status known process:

- If there is evidence to confirm the claimant is in receipt of PIP and the rate in payment, for example a decision notification, your nominated contact can issue the notification template PIP.0125 direct to the relevant RBC, see Appendix 3 issued as a separate attachment to this circular. The claimant does not have to provide receipt of PIP to the LA if the information is not available. The LA should follow the process in the next section 'Claim status not confirmed'
- On receipt the RBC will complete PIP.0125 and return it to your nominated LA contact. The PIP claim record will be noted with the HB interest.

Claim status not confirmed process:

- If there is no evidence to confirm a claim to PIP, you must not send a speculative notification to find out if there is a claim
- A nominated LA contact must telephone a nominated PIP contact for the relevant RBC to confirm that there is a claim to PIP; see Appendix 1 for the Nominated Contact list. The PIP contact will confirm the caller's identity, as per current guidance, using the Nominated LA contact list to confirm the callers' details.
- Where a PIP claim is confirmed your nominated officer will complete the PIP.0125 notification template and issue to the nominated PIP contact at the relevant RBC.
- The RBC will complete the PIP.0125 with the required information, including the Customer Reference Number (CRN) held on PIP computer system (PIPES).

Communications

5. Any telephone communication must be made between the nominated LA contact and a nominated RBC contact and users must verify the caller's identity as per existing processes.
6. Notification templates must be posted individually using the track and trace postal service, to the nominated contact.
7. On initial completion of the template the RBC will provide the LA with the PIP case reference number. Any further communications by post or telephone will use this reference number as the case identifier to minimise use of the claimant's personal details.
8. The RBC will use the PIP.0125 to notify relevant changes of circumstances and award.
9. The Local Authority Support team will be contacting LA nominated contacts to ensure correct contact details are held in DWP PIP guidance. Further updates to this list should be reported to the Benefit Cap Contact Team at [Green Sharon JCP BELFAST BENEFIT DELIVERY CENTRE CD](#), who will notify PIP of any change.

Appendix 1

Regional Benefit Centres – nominated contacts

Site/Team	Name/Contact e-mail/Address	Telephone
Blackpool BC Service Centre 1, 2 & Motability	<ul style="list-style-type: none"> • Dave Cartmell DAVID.CARTMELL@DWP.GSI.GOV.UK 	01253 337049
	<ul style="list-style-type: none"> • Nick Eastwood NICK.EASTWOOD@DWP.GSI.GOV.UK 	01253 337344
Blackpool BC Service Centre 3 & 4	<ul style="list-style-type: none"> • Freddie Sidlow WINIFRED.SIDLOW@DWP.GSI.GOV.UK 	01253 337057
Blackpool BC Unit 5	<ul style="list-style-type: none"> • Alison Wade ALISON.WADE@DWP.GSI.GOV.UK 	01253 331112
Blackpool units postal address	The contact name and unit is followed by: Warbreck House, Government Building, Warbreck Hill Road, Blackpool, Lancashire, FY2 0UZ	
Bootle DBC	<ul style="list-style-type: none"> • Laura Taylor LAURA.TAYLOR4@DWP.GSI.GOV.UK <p>Postal address: Bootle DBC, St Martins House, Stanley Precinct, Bootle, Merseyside, L69 9BN</p>	0151 934 6541
Bristol	<ul style="list-style-type: none"> • Anne Kinsman ANNE.KINSMAN@DWP.GSI.GOV.UK <p>Postal address: Bristol DBC, Flowers Hill Government Buildings, Flowers Hill, Brislington, Bristol, BS4 5LA</p>	0117 916 5362
Scotland	<ul style="list-style-type: none"> • Morag Dalton MORAG.DALTON@DWP.GSI.GOV.UK 	0141 241 1202
	<ul style="list-style-type: none"> • Kerri O'Connor KERRI.O'CONNOR1@DWP.GSI.GOV.UK <p>Postal address: Glasgow DBC, 1 Atlantic Quay, Glasgow, G2 8JB</p>	0141 241 1013

Site/Team	Name/Contact e-mail/Address	Telephone
<p>Wales</p>	<ul style="list-style-type: none"> • Andrea Sullivan ANDREA.J.SULLIVAN@DWP.GSI.GOV.UK 	02920 586176
	<ul style="list-style-type: none"> • Dominique Rose DOMINIQUE.ROSE@DWP.GSI.GOV.UK 	02920 586669
	<p>Postal address: Wales DBC, Gabalfa Government Buildings, Gabalfa, Cardiff, South Glamorgan, CF14 4YJ</p>	
<p>Yorkshire</p>	<ul style="list-style-type: none"> • Richard George RICHARD.GEORGE1@DWP.GSI.GOV.UK 	011302324816
	<ul style="list-style-type: none"> • Martyn Halliday MARTYN.HALLIDAY@DWP.GSI.GOV.UK <p>Postal address: Yorkshire DBC, Quarry House, Quarry Hill, Leeds, West Yorkshire, LS2 7UA</p>	01132324831

Appendix 2

Post Code Mapping

Please use the following table to identify the correct Benefit Centre to contact for the case/postcode involved.

Post Code Area	Benefit Centre
AB	Scotland
AL	Wales
B	Wales
BA	Bristol
BB	Yorkshire
BD	Yorkshire
BH	Bristol
BL	Bootle
BN	Bristol
BR	Bristol
BS	Bristol
CA	Bootle
CB	Scotland
CF	Wales
CH (Except 5, 6, 7 & 8)	Bootle
CH5,CH6,CH7,CH8	Wales
CM	Scotland
CO	Scotland
CR	Wales
CT	Scotland
CV	Bristol
CW	Bootle
DA	Scotland
DD	Scotland
DE	Yorkshire
DG	Scotland
DH	Bootle
DL1 - DL5 & DL12 - DL17	Bootle
DL6 - DL11	Yorkshire
DN	Yorkshire
DT	Bristol
DY	Bootle
E	Wales
EC	Wales
EH	Scotland

Post Code Area	Benefit Centre
EN (<i>except EN9</i>)	Wales
EN9	Scotland
EX	Bristol
FK	Scotland
FY	Bootle
G	Scotland
GL	Bristol
GU	Bristol
HA	Wales
HD	Yorkshire
HG	Yorkshire
HP (<i>except HP1 - HP4</i>)	Bristol
HP1 - HP4	Wales
HR	Wales
HS	Scotland
HU	Yorkshire
HX	Yorkshire
IG (<i>except IG9</i>)	Wales
IG9	Scotland
IP	Scotland
IV	Scotland
KA	Scotland
KT	Bristol
KW	Scotland
KY	Scotland
L	Bootle
LA1	Bootle
LA2-1 to LA2-6 & LA2-9	Bootle
LA2-7	Yorkshire
LA2-8	Yorkshire
LA3 to LA5	Bootle
LA6-1	Bootle
LA6-2 & LA6-3	Yorkshire
LA6-4 to LA6-9	Bootle
LA7 to LA23	Bootle
LD	Wales
LE	Yorkshire
LL	Wales
LN	Yorkshire
LS	Yorkshire
LU (<i>except LU2</i>)	Bristol
LU2	Wales

Post Code Area	Benefit Centre
M	Bootle
ME	Scotland
MK	Bristol
ML	Scotland
N	Wales
NE	Bootle
NG	Yorkshire
NN	Bristol
NP	Wales
NR	Yorkshire
NW	Wales
OL	Yorkshire
OX	Bristol
PA	Scotland
PE	Yorkshire
PH	Scotland
PL	Bristol
PO	Bristol
PR	Bootle
RG	Bristol
RH	Bristol
RM1 to RM14	Wales
RM15 to RM20	Scotland
S	Yorkshire
SA	Wales
SE	Wales
SG1 to SG14 (<i>except SG5</i>)	Wales
SG5 & SG15 to SG19	Bristol
SK	Yorkshire
SL	Bristol
SM	Wales
SN	Bristol
SO	Bristol
SP	Bristol
SR	Bootle
SS	Scotland
ST	Bootle
SW	Wales
SY1 to SY13 & SY99	Bootle
SY14 to SY25	Wales
TA	Bristol
TD	Scotland
TF	Bootle

Post Code Area	Benefit Centre
TN	Bristol
TQ	Bristol
TR	Bristol
TS (<i>except TS9</i>)	Bootle
TS9	Yorkshire
TW	Bristol
UB	Wales
W	Wales
WA	Bootle
WC	Wales
WD	Wales
WF	Yorkshire
WN	Bootle
WR	Wales
WS	Bootle
WV	Bootle
YO	Yorkshire
ZE	Scotland