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## Housing Benefit Circular

Department for Work and Pensions  
6th Floor, Caxton House, Tothill Street, London SW1H 9NA

# HB A11/2014

### ADJUDICATION AND OPERATIONS CIRCULAR

<b>WHO SHOULD READ</b>	Local authority Housing Benefit Managers
<b>ACTION</b>	For information
<b>SUBJECT</b>	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

If you

- want **extra copies of this circular/copies of previous circulars**, they can be found on the website at <http://www.dwp.gov.uk/local-authority-staff/housing-benefit/user-communications/hbctb-circulars/>
- have any queries about the
  - **technical content of this circular**, contact email: [marie.a.philips@dwp.gsi.gov.uk](mailto:marie.a.philips@dwp.gsi.gov.uk)
  - **information flow content of this circular**, contact email: [marie.a.philips@dwp.gsi.gov.uk](mailto:marie.a.philips@dwp.gsi.gov.uk)
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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 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. The following guidance provides an explanation of how LAs will be able to access this information with effect from the 1 June 2014.

### **Background**

3. LAs will have a nominated contact for issue/receipt of the clerical notifications. This person will be the nominated Armed Forces Independence Payment contact.
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**

5. 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 Regional Benefit Centre (RBC), see Appendix 2 issued as a separate attachment to this circular.
6. 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**

7. 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.
8. 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 Apollo CIS register to confirm the callers' details.

9. 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.
10. The RBC will complete the PIP.0125 with the required information, including the Customer Reference Number (CRN) held on PIP computer system (PIPES).

## **Communications**

11. Any telephone communication must be made between an Apollo LA CIS registered officer and a nominated RBC contact and users must verify the caller's identity as per existing processes.
12. Notification templates must be posted individually using the track and trace postal service, to the nominated contact.
13. 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.
14. The RBC will use the PIP.0125 to notify relevant changes of circumstances and award.

Appendix 1

**Regional Benefit Centres – Nominated contacts**

Site/Team	Name/Contact Email	Telephone
Blackpool BC Unit 1 (Motability)	<ul style="list-style-type: none"> <li>Debbie Franklin mailto:<a href="mailto:Franklin%20Debbie%20DCS%20WARBRECK%20HOUSE%20T3%20CSD">Franklin Debbie DCS WARBRECK HOUSE T3 CSD</a></li> <li>Karen Tomkins mailto:<a href="mailto:Tomkins%20Karen%20DCS">Tomkins Karen DCS</a></li> </ul>	01253 337525  01253 339507
Blackpool BC Unit 2	<ul style="list-style-type: none"> <li>Simon Harrison mailto:<a href="mailto:Harrison%20Simon%20DCS">Harrison Simon DCS</a></li> <li>Sarah Sumner mailto:<a href="mailto:SARAH.SUMNER@DWP.GSI.GOV.UK">SARAH.SUMNER@DWP.GSI.GOV.UK</a></li> </ul>	01253 337078  01253 330189
Blackpool BC Unit 3	<ul style="list-style-type: none"> <li>Donna Fleetwood mailto:<a href="mailto:DONNA.FLEETWOOD@DWP.GSI.GOV.UK">DONNA.FLEETWOOD@DWP.GSI.GOV.UK</a></li> <li>Yvonne Spencer mailto:<a href="mailto:Spencer%20Yvonne%20DCS">Spencer Yvonne DCS</a></li> </ul>	01253 337955  01253 331024
Blackpool BC Unit 4	<ul style="list-style-type: none"> <li>Debbie Duffy mailto:<a href="mailto:Duffy%20Debbie%20DCS">Duffy Debbie DCS</a></li> <li>Iain Ellis mailto:<a href="mailto:Ellis%20Iain%20DCS">Ellis Iain DCS</a></li> </ul>	01253 339649  01253 331858
Blackpool BC Unit 5	<ul style="list-style-type: none"> <li>Alison Roberts mailto:<a href="mailto:Roberts%20Alison%20DCS%20PIP%20REASSESSMENT%20WORKFLOW%20TEAM">Roberts Alison DCS PIP REASSESSMENT WORKFLOW TEAM</a></li> <li>Lisa Snaith <a href="mailto:Snaith%20Lisa%20DCS%20PIP%20REASSESSMENT%20WORKFLOW%20TEAM">Snaith Lisa DCS PIP REASSESSMENT WORKFLOW TEAM</a></li> </ul>	01253 339650  01253 331661
Bootle DBC/ Clerical claim team	<ul style="list-style-type: none"> <li>Laura Taylor mailto:<a href="mailto:Laura%20Taylor%20(DCS%20BOOTLE%20DBC)">Laura Taylor (DCS BOOTLE DBC)</a></li> <li>Andy Foy mailto:<a href="mailto:Foy%20Andrew%20DWP%20BOOTLE%20BC">Foy Andrew DWP BOOTLE BC</a></li> </ul>	0151 9346240  0151 9346247
Bristol	<ul style="list-style-type: none"> <li>Valerie Cobbin mailto:<a href="mailto:VALERIE.COBBIN@DWP.GSI.GOV.UK">VALERIE.COBBIN@DWP.GSI.GOV.UK</a></li> <li>David Resuggan mailto:<a href="mailto:DAVID.RESUGGAN@DWP.GSI.GOV.UK">DAVID.RESUGGAN@DWP.GSI.GOV.UK</a></li> </ul>	0117 9718365  0117

Site/Team	Name/Contact Email	Telephone
		9718389
Scotland	<ul style="list-style-type: none"> <li>• Christine Reilly mailto:<a href="mailto:CHRISTINE.REILLY@DWP.GSI.GOV.UK">CHRISTINE.REILLY@DWP.GSI.GOV.UK</a></li> <li>• Elizabeth Lamont mailto:<a href="mailto:Lamont Elizabeth DCS GLASGOW DBC">Lamont Elizabeth DCS GLASGOW DBC</a></li> </ul>	0141 2411202  0141 2411013
Wales	<ul style="list-style-type: none"> <li>• Stuart Prosser mailto:<a href="mailto:Prosser Stuart DCS WALES DBC">Prosser Stuart DCS WALES DBC</a></li> <li>• Gerwyn Robinson mailto:<a href="mailto:Robinson Gerwyn DCS WALES DBC">Robinson Gerwyn DCS WALES DBC</a></li> </ul>	029 20586732  029 20586120
Yorkshire	<ul style="list-style-type: none"> <li>• Allison Gaunt mailto:<a href="mailto:Gaunt Alison DCS IT PROJECT DIRECTORATE">Gaunt Alison DCS IT PROJECT DIRECTORATE</a></li> <li>• Mark Bailey mailto:<a href="mailto:Bailey Mark DCS LAWNSWOOD">Bailey Mark DCS LAWNSWOOD</a></li> </ul>	0113 2324721  0113 2309012