ADJUDICATION AND OPERATIONS CIRCULAR

<table>
<thead>
<tr>
<th>WHO SHOULD READ</th>
<th>Local authority Housing Benefit Managers</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTION</td>
<td>For information</td>
</tr>
<tr>
<td>SUBJECT</td>
<td>Process to obtain appropriate claimant Personal Independence Payment information not available via the Customer Information System</td>
</tr>
</tbody>
</table>

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
- information flow content of this circular, contact email: marie.a.philips@dwp.gsi.gov.uk
- distribution of this circular, housing.correspondenceandpqsdwp.gsi.gov.uk

Crown Copyright 2014
Recipients may freely reproduce this circular.
Process to obtain appropriate claimant Personal Independence Payment information not available via the Customer Information System

Contents

<table>
<thead>
<tr>
<th>Para</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
</tr>
<tr>
<td>Background</td>
</tr>
<tr>
<td>Claimant status known</td>
</tr>
<tr>
<td>Claimant status not confirmed</td>
</tr>
<tr>
<td>Communications</td>
</tr>
<tr>
<td>Regional Benefit Centres – Nominated contacts</td>
</tr>
<tr>
<td>As a separate document</td>
</tr>
<tr>
<td>PIP.0125</td>
</tr>
</tbody>
</table>
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 (PIPCS).

**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.
### Regional Benefit Centres – Nominated contacts

<table>
<thead>
<tr>
<th>Site/Team</th>
<th>Name/Contact Email</th>
<th>Telephone</th>
</tr>
</thead>
</table>
| Blackpool BC Unit 1 (Motability) | **Debbie Franklin** [mailto:Franklin Debbie DCS WARRECK HOUSE T3 CSD](mailto:Franklin Debbie DCS WARRECK HOUSE T3 CSD)  
**Karen Tomkins** [mailto:Tomkins Karen DCS](mailto:Tomkins Karen DCS) | 01253 337525 01253 339507 |
| Blackpool BC Unit 2 | **Simon Harrison** [mailto:Harrison Simon DCS](mailto:Harrison Simon DCS)  
**Sarah Sumner** [mailto:SARAH.SUMNER@DWP.GSI.GOV.UK](mailto:SARAH.SUMNER@DWP.GSI.GOV.UK) | 01253 337078 01253 330189 |
| Blackpool BC Unit 3 | **Donna Fleetwood** [mailto:DONNA.FLEETWOOD@DWP.GSI.GOV.UK](mailto:DONNA.FLEETWOOD@DWP.GSI.GOV.UK)  
**Yvonne Spencer** [mailto:Spencer Yvonne DCS](mailto:Spencer Yvonne DCS) | 01253 337955 01253 331024 |
| Blackpool BC Unit 4 | **Debbie Duffy** [mailto:Duffy Debbie DCS](mailto:Duffy Debbie DCS)  
**Iain Ellis** [mailto:Ellis Iain DCS](mailto:Ellis Iain DCS) | 01253 339649 01253 331858 |
| Blackpool BC Unit 5 | **Alison Roberts** [mailto:Roberts Alison DCS PIP REASSESSMENT WORKFLOW TEAM](mailto:Roberts Alison DCS PIP REASSESSMENT WORKFLOW TEAM)  
**Lisa Snaith** [mailto:Snaith Lisa DCS PIP REASSESSMENT WORKFLOW TEAM](mailto:Snaith Lisa DCS PIP REASSESSMENT WORKFLOW TEAM) | 01253 339650 01253 331661 |
| Bootle DBC/ Clerical claim team | **Laura Taylor** [mailto:Laura Taylor (DCS BOOTLE DBC)](mailto:Laura Taylor (DCS BOOTLE DBC))  
**Andy Foy** [mailto:Foy Andrew DWP BOOTLE BC](mailto:Foy Andrew DWP BOOTLE BC) | 0151 9346240 0151 9346247 |
| Bristol | **Valerie Cobbin** [mailto:VALERIE.COBBIN@DWP.GSI.GOV.UK](mailto:VALERIE.COBBIN@DWP.GSI.GOV.UK)  
**David Resuggan** [mailto:DAVID.RESUGGAN@DWP.GSI.GOV.UK](mailto:DAVID.RESUGGAN@DWP.GSI.GOV.UK) | 0117 9718365 0117 |
<table>
<thead>
<tr>
<th>Site/Team</th>
<th>Name/Contact Email</th>
<th>Telephone</th>
</tr>
</thead>
</table>
| Scotland    | • Christine Reilly [mailto:CHRISTINE.REILLY@DWP.GSI.GOV.UK](mailto:CHRISTINE.REILLY@DWP.GSI.GOV.UK)  
• Elizabeth Lamont [mailto:Lamont Elizabeth DCS GLASGOW DBC](mailto:Lamont Elizabeth DCS GLASGOW DBC) | 9718389         |
|             |                                             | 0141 2411202    |
|             |                                             | 0141 2411013    |
| Wales       | • Stuart Prosser [mailto:Prosser Stuart DCS WALES DBC](mailto:Prosser Stuart DCS WALES DBC)  
• Gerwyn Robinson [mailto:Robinson Gerwyn DCS WALES DBC](mailto:Robinson Gerwyn DCS WALES DBC) | 029 20586732    |
|             |                                             | 029 20586120    |
| Yorkshire   | • Allison Gaunt [mailto:Gaunt Alison DCS IT PROJECT DIRECTORATE](mailto:Gaunt Alison DCS IT PROJECT DIRECTORATE)  
• Mark Bailey [mailto:Bailey Mark DCS LAWSWOOD](mailto:Bailey Mark DCS LAWSWOOD) | 0113 2324721    |
|             |                                             | 0113 2309012    |