

## Housing Benefit Circular

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

# HB A9/2016

### ADJUDICATION AND OPERATIONS CIRCULAR

<b>WHO SHOULD READ</b>	All Housing Benefit staff
<b>ACTION</b>	For information
<b>SUBJECT</b>	Personal Details Verification Report

### 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>

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Form CIS500LA attached as Appendix 1

## Personal Details Verification Report

### Introduction

1. This circular provides guidance for local authorities (LAs) regarding the Personal Details Verification Report (PDVR). The purpose of this circular is to improve knowledge of the PDVR process to support LAs in the action they need to take.
2. Historically the PDVR may also have been known as the National Insurance Number scan (NINo) scan. For the purposes of this circular it will be referred to as the PDVR.
3. The PDVR is issued as part of the monthly Housing Benefit Matching Service (HBMS) data referral pack and information relating to the PDVR was previously provided in circular [HB A16/2014](#)

### Background

4. In June 2011 HBMS developed a process to cleanse Housing Benefit/Council Tax Benefit (HB/CTB) claimant/partner records prior to the data matching process.
5. In simple terms, the process recognises inaccuracies and removes either claimant or partner records that cannot remain within the HBMS matching process. The main reason for removal is due to personal details held on HB systems not corresponding with those held on the Department for Work and Pensions' Customer Information System (CIS).
6. The removed customer records are then issued to LAs as the PDVR. LAs should then check the records in the PDVR and, where appropriate, take corrective action to amend these records. Once the records have been amended, (either on CIS or on the LA system), the now corrected data can be matched correctly in future data matching processes, for example; Real Time Information (RTI) and HBMS, and will not appear again in future months PDVR.
7. It is imperative that action is taken against the PDVR to correct claimant's records. If LAs fail to correct the PDVR, the uncorrected records will not be transmitted to LAs in ATLAS, RTI and HBMS, and will leave the errors uncorrected on lots of HB claims. Taking corrective action will, however, contribute to improvements in the accuracy of ATLAS, RTI and HBMS. In turn this will reduce fraud and error, resulting in contributions' to the Fraud and Error Reduction Incentive Scheme incentive payments.
8. A recent engagement exercise led by DWPs' Housing Delivery Division on the use of the HBMS referrals identified that very few LAs were taking action to correct claimant/partner records identified on the PDVR. We have identified the main reason for this is due to a lack of clarity on the correct process to follow.

## **The process**

9. The PDVR file is included within the monthly HBMS data referral pack. To recognise claimant or partner records the files have been separated and are sent to LAs individually.
10. For claimant data the file is identified as HBC 12578 and for partner data it is identified as HBNC 12578.
11. The technical specification which explains what LA's will see in their files when they receive CIS data on the PDVR can be found in Annex A.

## **Action to take**

12. The details provided from CIS are a 'best match' only and require further investigation to confirm if they are the correct claimant/partner details.
13. On receipt of the PDVR the LA should take action to establish the correct details.
14. CIS data is not provided for sensitive cases and the LA should follow their existing LA17 process to request the claimant details through the DWP liaison officer.
15. The LA should establish which system holds the incorrect details then take the action as detailed below.

## **Process when details held on HB system are incorrect**

16. Any cases identified as incorrect on the HB system should be amended by the LA.
17. There is no requirement to notify DWP when these cases have been amended as this will be reflected within the Single Housing Benefit Extract (SHBE).

## **Process when details held on CIS are incorrect**

18. DWP do not have the authority to amend National Insurance Numbers (NINOs) on CIS. Where a NINo appears to be incorrect on CIS the LA should advise the claimant to contact HM Revenues & Customs:

- **by telephoning National Insurance General Enquiries on**

- Telephone: 0300 200 3500
- Textphone: 0300 200 3519

- **or by post at:**

- National Insurance Contributions and Employer Office  
HM Revenue and Customs  
BX9 1AN  
United Kingdom

19. For any other inaccuracies on CIS the LA should complete the form CIS500LA and submit to CIS Frontline Services. A copy of this form can be found attached to this circular as Appendix 1.
20. By completing the CIS500LA the LA is confirming that they have had sight of the original birth certificate or a Decision Maker has accepted alternative evidence that verifies the correct Date of Birth (DoB).
21. There is guidance within Annex B to support completion of the form CIS500LA. The completed CIS500LA requires the user to nominate a person of a higher grade to authorise the changes prior to submission to CIS Frontline Services.

Annex A

**For the attention of technical contacts: Housing Benefit Matching Service’s Personal Details Verification Report**

1. The Housing Benefit Matching Service (HBMS) has developed a process to cleanse Housing Benefit (HB) claimant/partner records prior to data matching taking place. This process will be run against all claimant records and removes cases where certain personal details are different from those held on the Customer Information system (CIS).
2. Although many of these records would have previously been removed during the data matching process, these reports allow identification of those records to allow you to correct your records accordingly. Once amended these records can then be taken forward in the data matching process and assist in verifying the accuracy of claimant/partner personal details held on HB systems.
3. A Personal Details Verification Report (PDVR) containing details of the unmatched claimant/partner records that have failed the verification process will be issued on a monthly basis. The verification reports will be in MS Excel spreadsheet format and labelled as HBC 12578 for claimant data & HBNC 12578 for partner data.
4. The report supplies details from the DWPs’ CIS database on National Insurance Number & Date of Birth (DoB) Verification.
5. **Please note: The details provided from DWP CIS are a ‘best match’ only and require further verification before correction.**
6. DoB data from CIS will have been previously verified to one of three different DWP verification levels and this is also shown on the report to allow you to decide on action to take.
7. **Verification Code                      Code Description**

0	Not Verified
1	Part Verified
2	Fully Verified
8. Where an LA holds evidence within their HB systems that identifies any of the data held in CIS to be incorrect the LA can proceed to take action (see paragraph 18 of this Circular)
9. All records are matched to one of the following 8 accuracy ‘Match’ groups:

<b>MATCH</b>	<b>DESCRIPTION</b>	<b>INFORMATION SUPPLIED</b>	<b>ISSUED TO LA</b>
<b>MATCH 1</b>	Record received as HBMS has no NINo present on HB/CTB data	CIS data will be supplied where a match is possible on Surname, Forename, DoB and Postcode. No data will be supplied where the Surname, Forename, DoB or Postcode on HB fails to match with CIS.	YES
<b>MATCH 2</b>	NINo is potentially invalid (e.g. AB000000C)	CIS data will be supplied where a match is possible on Surname, Forename, DoB and Postcode. No data will be supplied where the Surname, Forename, DoB or Postcode on HB fails to match with CIS.	YES
<b>MATCH 3</b>	Fully matching correct NINo/Surname/Forename/DoB	No data supplied No further action necessary	NO
<b>MATCH 4</b>	Matches on NINo and DoB and either Forename or Surname	CIS data will be supplied where a match is possible on NINO and DoB.	NO

<b>MATCH 5</b>	Matches on NINo, Surname and Forename but not DoB	CIS data will be supplied where a match is possible on NINO.	YES
<b>MATCH 6</b>	Matches on NINo and DoB but not on Surname or Forename	CIS data will be supplied where a match is possible on NINO and DoB	NO
<b>MATCH 7</b>	Valid NINo but does not match on DoB. Matches only Surname or Forename or neither	CIS data will be supplied where a match is possible on Surname, Forename, DoB and Postcode. No data will be supplied where the Surname, Forename, DoB or Postcode on HB fails to match with CIS.	YES
<b>MATCH 8</b>	HB NINo does not exist on CIS or relates to a 'sensitive' account that cannot be accessed	CIS data will be supplied where a match is possible on Surname, Forename, DoB and Postcode. No data will be supplied where the Surname, Forename, DoB or Postcode on HB fails to match with CIS.	YES



Annex B

Notes to complete CIS500LA

	Local Authority (LA) Action
Mandatory section Why the CIS500LA is being completed	<ul style="list-style-type: none"> <li>• Select option 1</li> <li>• I have no access through my own business system to make the required change</li> </ul>
<b>Part 1</b> - Is this change due to an input error?	<ul style="list-style-type: none"> <li>• Select Yes</li> </ul>
NINo Title Forenames Surname Date of Birth Postcode ( or country, if abroad)	<ul style="list-style-type: none"> <li>• Complete all fields with existing customer details currently held on CIS</li> </ul>
<b>Part 2</b> - Change of name	<ul style="list-style-type: none"> <li>• LA to complete with correct details of name if relevant</li> </ul>
<b>Part 3</b> - Change of gender	<ul style="list-style-type: none"> <li>• LA to complete if relevant</li> </ul>
<b>Part 4</b> - Change of date of birth	<ul style="list-style-type: none"> <li>• LA to complete with correct DoB if relevant</li> <li>• DWP expect the LA to have verified the correct DoB</li> <li>• A verified DoB can only be amended if the original birth certificate has been seen or if a Decision Maker has accepted a new verified date (fully verified Level 2)</li> </ul>
<b>Part 5</b> - Change of Date of Death	<ul style="list-style-type: none"> <li>• LA to complete if relevant</li> </ul>
<b>Part 6</b> - Address details to amend	<ul style="list-style-type: none"> <li>• Select 'correct address' as opposed to 'update address' due to address input error</li> <li>• Complete fields with correct address</li> </ul>
<b>Part 7b</b> - Authorisation	<ul style="list-style-type: none"> <li>• Once the CIS500LA has been received by the nominated person with authority the CIS500LA should be submitted to CIS Frontline Services</li> </ul>

Confirmation of receipt of CIS500LA	<ul style="list-style-type: none"><li>• CIS Frontline Services will not send confirmation of a receipt</li></ul>
Notification of amendment	<ul style="list-style-type: none"><li>• CIS Frontline Services will not send Notification of the amendment</li></ul>