

Housing Benefit

General Information Bulletin

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<https://www.gov.uk/government/organisations/department-for-work-pensions>

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HB G9/2017

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Contact	Queries about the <ul style="list-style-type: none">• technical content of this bulletin, contact details are given at the end of each article• distribution of this bulletin, contact housing.correspondenceandpqs@dwp.gsi.gov.uk
Who should read	All Housing Benefit (HB) staff
Action	For information

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DCI1 form attached as a separate Appendix A
DHP monitoring form issued as a separate Appendix B

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One way automation of the Universal Credit Full Service Housing Benefit Stop Notices

1. The Department for Work and Pensions' (DWP's) Housing Delivery Division have been working with Universal Credit to improve the delivery of the Housing Benefit (HB) Stop notifications to local authorities (LAs).
2. We have been working with IT software suppliers to design and develop a solution to enable LAs to upload the Universal Credit Full Service HB Stop notifications directly into your systems. This will remove the need for LAs to clerically process the PDF HB Stop Notices from Universal Credit to LAs.
3. We anticipate the solution to be available from the end of September 2017. Go live dates vary between LAs depending on a number of factors but your IT software suppliers will advise you of the date of implementation to enable you to carry out your testing and provide any necessary guidance.
4. The email process that is currently in place for the return of the MGP1 will not be changed and will remain clerical.
5. If you have any queries regarding this email please contact lads.deliveryteam@dwp.gsi.gov.uk

Student uprating 2017/18

Disregards for travel, books and equipment

6. The rates for the travel grant disregard and the books and equipment disregard have been frozen since 2010 and are again this year. For the academic year 2017 the disregard rates will remain at £303 in respect of travel and £390 in respect of books and equipment.

Loans, grants and tuition fees

7. Grants were abolished for students who began their courses on or after 1 August 2016 and they can only apply for a tuition loan and a maintenance loan. Students whose courses began before that date continue to be eligible to apply for a maintenance grant as well as a tuition loan and a maintenance loan.
8. You can find more details about the financial support available to new students and existing students at [student finance loans and grants](#) and [student finance for existing students](#) on www.gov.uk.
9. If you need further information on student uprating please contact housing.benefitenquiries@dwp.gsi.gov.uk

Reminder: DCI1 process

10. An LA customer is required to hold a fully verified National Insurance number (NINo) in order for Council Tax Reduction (CTR) to be paid. This article is to update you on the current position for LA customers requiring a NINo to apply for CTR in England, Wales and Scotland.
11. For the CTR schemes operated in England and Wales, there is a legislative requirement for a fully verified NINo before CTR can be paid. There is no requirement for a NINo for those applying for CTR in Scotland. However, it may be requested as part of the verification process.
12. Where the CTR customer is living in England or Wales and does not have a NINo or has a NINo that is not verified and requires upgrading, a DCI1 form must be completed and forwarded to Glasgow NINo Centre only for action to be taken to allocate/upgrade a NINo.
13. In all cases where a customer is applying for HB, a fully verified NINo must be held. Where the claimant does not have a NINo or holds a not verified NINo, a DCI1 form must be completed as per current procedures and forwarded to Glasgow NINo Centre.
14. We are currently looking into changing the way the DCI1 is sent to Glasgow NINo Centre. Until a revised process has been agreed, you should continue to use the DCI1 form attached as a separate Appendix A and return it either by email or courier. Please note: SNAP guidance has been replaced with NINo instructions.
15. We have also provided the completion notes for DCI1 referrals as a reminder at Annex 1.
16. If you have any queries, please contact ninoexpertdomain.pointofcontact@dwp.gsi.gov.uk

Discretionary Housing Payments mid-year monitoring return 2017/18

17. Thank you for providing your End of Year 2016/17 Discretionary Housing Payment (DHP) monitoring returns. The information was published as an [official statistic](#) on 6 July 2017.
18. These monitoring returns are very important in improving DWPs understanding of how DHPs are being used to support people affected by the welfare reforms.
19. You are now asked to provide information in relation to the period 1 April to 30 September 2017. We are again, only seeking details of DHPs paid during this period; please do not include any DHP spend, which is committed, but is due to be paid after 30 September. Further details can be found in the [DHP Guidance Manual](#) and the 'Guide to completion' tab of the DHP monitoring form attached separately as Appendix B.
20. In line with the approach taken on previous occasions, the monitoring form

asks for the value of DHPs paid, broken down into welfare reform impacts and the purpose of the award, for example, an award made as a result of the implementation of the lower benefit cap with the intention of helping the claimant secure and move into alternative accommodation. If information relating to the purpose of the award is not available, LAs are asked just to record the total DHP paid in respect of the welfare reform listed.

21. We would also like to confirm again that the DHP monitoring returns should include payments made to both HB and Universal Credit (Housing cost) claimants.
22. Please complete and return the excel sheet monitoring form by Friday 13 October 2017 to dhp.monitoringinbox@dwp.gsi.gov.uk

Cases with the Upper Tribunal

HB cases awaiting decision by the Upper Tribunal

23. Decision Making and Appeals (DMA) Leeds have been made aware of the following HB case that is awaiting decision by the Upper Tribunal, since our previous General Information Bulletin entry In June 2017.
 - CH/1625/16: relationship and possible distinction between “normally occupying” provision in regulation 7, “residing with” test for non-dependants and “normal home” as used in regulation 74(7)(a).

HB decisions by the Upper Tribunal

24. We are aware of the following HB case that has been decided by the Upper Tribunal:
 - CH/487/17: Spare Room Subsidy Removal. Remit. Nelson followed.
25. Decisions of the Upper Tribunal are published on their website which can be found here: www.gov.uk
26. If you have any queries about cases before the Upper Tribunal Judges or courts, please contact us by: email at: fldmdma.customersupportservices@dwp.gsi.gov.uk or Fax on: 0113 2324841

New Legislation

27. The following Statutory Instruments (SIs) have been laid:
 - 2017 No.760, The Jobseeker’s Allowance (Hardship) (Amendment) Regulations 2017, coming into force 23 October 2017

- 2017 No.868, The Employers' Duties (Miscellaneous Amendments) Regulations 2017, coming into force 1 October 2017
- 2017 No.870, The Social Security (Infected Blood and Thalidomide) Regulations 2017, coming into force 23 October 2017
- 2017 No.901, The Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016 (Consequential Amendments) Order 2017, coming into force 3 November 2017
- 2017 No.916 (C.75), The Pensions Act 2014 (Commencement No. 11) and the Pension Schemes Act 2015 (Commencement No. 2) Regulations 2017, came into force 18 September 2017

28. The following Statutory Rules (SRs) of Northern Ireland have been laid:

- 2017 No.176, The Loans for Mortgage Interest Regulations (Northern Ireland) 2017, coming into operation from 20 October 2017
- 2017 No.185, The Jobseeker's Allowance (Hardship) (Amendment) Regulations (Northern Ireland) 2017, coming onto operation 25 October 2017

29. Copies of SIs can now be downloaded from <http://legislation.gov.uk/>

What's new on our HB pages on www.gov.uk

30. The following items can be found on the website link shown:

Document Type	Subject	Link
HB G8/2017	<p>Access to data via the Customer Information System</p> <p>Pensions Directorate - Centralised process expansion</p> <p>Update: Real Time Information service</p> <p>Movement of Housing Benefit Matching Service</p>	<p>https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/638855/g8-2017.pdf</p>

	<p>Capital Rules from local authorities to the Fraud and Error Service</p> <p>HB decisions by the Upper Tribunal</p> <p>Statutory Instruments What's new on our HB pages on www.gov.uk</p>	
<p>HB Direct September 178</p>	<p>Editorial</p> <p>Working with local authorities to improve performance</p> <p>LA subsidy workshops</p> <p>Right Benefit Initiative – revised circular</p> <p>Publication of HB Speed of Processing statistics</p> <p>Publication of HB Caseload Management Information (experimental) Official Statistics</p> <p>Update: RTI Rollout</p>	<p>https://www.gov.uk/government/publications/hb-direct-newsletters-2017/hb-direct-issue-178</p>

Completion notes for DCI1 referral

Completion of form DCI1

1. The originating office must complete the top section of the form in full. This includes the following entries:
 - contact name and full telephone number including the dialling code and extension number if appropriate
 - the local authority (LA) full office postal address (including the postcode) in all cases
 - the benefit the claimant has applied for

National Insurance number (NINo) applicant details

2. The DCI1 form is designed for requesting a NINo for a single customer. A separate form must be used for each customer requiring a NINo.
3. Complete all the light grey areas, providing the customer's:
 - surname
 - other names
 - date of birth
 - address to include post code
 - contact number of the applicant (obtain mobile number if possible)
 - whether male or female
 - entitled to benefit box ticked (this must be completed in all cases)
 - partner of a benefit claimant box ticked (this must be completed in all cases)
4. Additional relevant information box should be used where:
 - home visit required (with details of reason for visit)
 - interpreter required
 - disabled access required
 - NINo upgrade required (with details of NINo to be upgraded)
 - previous names used (in other words, maiden name)
 - appointee details if applicable
 - a note to indicate who the main benefit claimant is and what other benefits the customer may have applied for, etc.

5. Complete the signature box and print name.

Partners in benefit claims

6. Where a benefit application is received from a couple, and following all appropriate checks, the partner requires either:
 - an upgrade to an existing NINo, or
 - a new NINo

a DCI1 form must always be completed and the:

- partner's details entered in the NINo customer details section
- in partner cases, the benefit claimant's name, date of birth and NINo (if they have one) must be entered in the 'Additional relevant Information' box, and
- "Yes" box alongside 'Partner in a claim to benefit' box ticked and forwarded to the appropriate NINo Centre as outlined below.

7. In addition the tick boxes for male/female, whether the benefit customer has a partner and most importantly entitled to benefit must be completed before the form is sent to the NINo Centre.

Sending the DCI1 form to the NINo Centre

8. Once completed the form should be printed and despatched to Glasgow NINo Centre as outlined below. A review date must be set, suggested 20 working days, for a reply from Glasgow NINo Centre.

All regions are now dealt with by Glasgow National Insurance Number Centre

Glasgow DCI1 email address:

glasgowndc.dci1admin@dwp.gsi.gov.uk

Telephone Number: 0345 641 5008

External address:

Glasgow NINo Centre

Portcullis House

21, India Street

Glasgow

G2 4PH

Regions:

London and Home Counties

North West

Scotland

North East

Central England

Southern England

Wales