

Housing Benefit Urgent Bulletin

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Contact	Queries about the <ul style="list-style-type: none">• distribution of this bulletin, contact housing.correspondenceandPQs@dwp.gsi.gov.uk• content of this bulletin, contact la-sst.hdd@dwp.gsi.gov.uk
Who should read	All Housing Benefit (HB) staff
Action	For information

Payment Deduction Project (PDP)

1. As previously communicated in circular [HB A6/2016](#) the Payment Deduction Project (PDP) is due to go live on 1 August 2016.
2. Based on the understanding that testing between Department for Work and Pensions (DWP) and Local Authority (LA) IT supplier systems will be successfully completed, a decision was taken that the PDP LA Interface will go live as planned.
3. LAs have expressed concerns regarding the limited time they have been given to test and install the new software in their LA systems in time for go live. The project fully understands this issue and has been working to address this.
4. The project appreciates that some LAs will not be ready to test and install the new software fully before 1 August. LAs are encouraged to go live as soon as possible to take advantage of the new automated process, allowing sufficient time to test the new system in their environments. Any faults identified should be raised through the appropriate channels.
5. We would appreciate if all LAs can make a commitment to test and install the software to enable them to use the new automated process by no later than 1 Sept 2016.

6. LAs that have not tested and installed the new system from 1 August 2016 should be aware that the current clerical process will cease to operate from this date and will need to note:
 - they will not be able to make referrals or notify revisions for Housing Benefit (HB) debts using the clerical process or by phoning DWP Debt Management (DM). However, as a contingency if an LA is not ready to use the interface on 1 August a provision has been put in place to allow debts to be recalled to prevent over recoveries. This can be done by contacting DM on 0345 850 0293. This service will be available for a short period of approximately one month to the end of August 2016 to enable all LAs to commence use of the LA/DM interface
 - additionally, if an LA needs to reduce a balance held by DM, to avoid any over recovery, they should recall the debt using the contingency number provided. Once the LA is able to use the interface the new debt balance can be re-referred
 - DM will issue cessations and monthly payment schedules via the new automated process from 1 August 2016. LAs will need to download these from the Data Hub. These files will need to be handled manually, which may be resource intensive
 - files placed in LA Data Hub message queues have a limited retention period and failure to download in a timely manner will result in loss of data.
7. The project apologises for the short timescales but would encourage you to please test and install the PDP software at your earliest opportunity to remove the issues presented above.
8. If you have any queries please contact us via la-sst.hdd@dwp.gsi.gov.uk

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