

Housing Benefit

General Information Bulletin

Department for Work and Pensions, Ground Floor, Caxton House, Tothill Street,
London SW1 9NA
www.gov.uk/dwp

ISSN 2054-2836 (Online)

HB G2/2018

20 February 2018

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.correspondenceandpgs@dwp.gsi.gov.uk
Who should read	All Housing Benefit (HB) staff
Action	For information

Contents

paragraph

Clarification of Personal Details Verification Report evidence requirements	1
Local Housing Allowance rates: Targeted Affordability Funding 2018-19.....	11
HB decisions by the Upper Tribunal	15
New Legislation	18
What's new on our HB pages on www.gov.uk	20
Guidance on evidence requirements to support the verification of a Date of Birth or Date of Death	Annex 1

Crown Copyright 2018

Recipients may freely reproduce this bulletin.

Clarification on Personal Details Verification Report evidence requirements

1. The purpose of the Personal Details Verification Report (PDVR) is to help local authorities (LAs) recognise claimant or partner records that are incorrect and need action. The PDVR records are separated within the monthly Housing Benefit Matching Service referral pack and is sent to LAs individually. Previous circular's [HB A16/2014](#) and [HB A9/2016](#) were issued in relation to the PDVR.
2. Within the PDVR process there is a requirement for LAs to complete a CIS500LA document in order to notify the Department for Work and Pensions (DWP) of inaccuracies in a Housing Benefit (HB) claimant's personal details held on the DWP Customer Information System (CIS). This enables DWP to amend an HB claimant's Date of Birth (DOB) or Date of Death (DOD), in response to discrepancies highlighted by the PDVR.
3. Recently there has been a number in enquiries from LAs wanting to clarify the evidence/documentation deemed as acceptable to the DWP, to support a change to a DOB or DOD.
4. This is a result of an increase in the number cases where LAs have completed the CIS500LA stating they have seen satisfactory evidence to support an amendment of a claimant's personal details, only for DWP to find the evidence unacceptable.
5. This has prompted the DWP CIS Data Guardian Team to clarify the existing guidance and provide further guidance to ensure all DOBs and DODs are correctly validated. You will find this guidance at Annex 1. It should assist LAs as to what can be classed as primary or secondary evidence to verify a DOB or DOD.
6. Here's a reminder of the process:

Action to take

- on receipt of the PDVR the LA should take action to establish the correct details.
- the LA should establish which system holds the incorrect details then take the following action

Process when details held on HB system are incorrect

- any cases identified as incorrect on the LA's own HB system should be amended by the LA.
- there is no requirement to notify DWP when these cases have been amended as this will be reflected within the Single Housing Benefit Extract.

Process when details held on CIS are incorrect

7. 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 Revenue & Customs either:
 - by telephoning National Insurance General Enquiries on Telephone: 0300 200 3500 or Textphone: 0300 200 3519
 - or by post at National Insurance Contributions and Employer Office HM Revenue and Customs, BX9 1AN United Kingdom
8. For any other inaccuracies on CIS (including changes to DOB/DOD), the LA should complete the CIS500LA and submit to the DWP Data Guardian Team at CIS.Frontlineservices@dwp.gsi.gov.uk
9. It should be noted that the CIS500LA is currently in re-development and an improved CIS500LA will be tested and made available to all LAs within the next few months.
10. If you need further support or have any queries regarding the content of this article you can contact Karen Macaulay by phone on either 01253 689427 or 07785716585. Or you can email karen.macaulay@dwp.gsi.gov.uk

Local Housing Allowance rates: Targeted Affordability Funding 2018-19

11. Following the Autumn Budget 2017 announcement further Targeted Affordability Funding (TAF) will be available in 2018-19 and 2019-20 based on 50 percent of the savings from the Local Housing Allowance (LHA) freeze instead of 30 percent. As previously, the funding will be used to increase those LHA rates that have diverged the most from local rent levels.
12. For 2018-19, 213 LHA rates will be increased by 3 per cent across Great Britain. The LHA national caps have also been increased by 3 per cent which now means any rates that qualify for the TAF in 2018-19 and are capped at national levels will receive a 3 per cent increase.
13. The new LHA rates will apply from 1 April 2018 and rent officers have now published those rates together with the 30th percentiles of local rents.
14. If you have any queries, please contact housing.benefitenquiries@dwp.gsi.gov.uk

HB decisions by the Upper Tribunal

15. Decision Making and Appeals Leeds is aware of the following HB cases that have been decided by the Upper Tribunal:
- CH/2832/16: Dismissed - Statements of reasons not provided by First-tier Tribunal (FtT), Upper Tribunal (UT) judge found this to be immaterial; as the decision notice was fuller than many and no error of law.
 - CH/1965/17: Set aside - Decision remade by UT- Overpayment (OP) - FtT failed to identify any lawful basis for recovery of an OP from a specific period.
 - CH/5064/14: Removal of Spare Room Subsidy (RSRS). LA decision restored. Carmichael followed.
 - CH/5149/14: RSRS. LA decision restored. Carmichael followed.
 - CH/1128/15: RSRS. LA decision restored. Carmichael followed.
 - CH/1220/15: RSRS. LA decision restored. Carmichael followed.
 - CH/1291/16: Claimant's share in property was held under a resulting trust. Jones v Kernott considered.
 - CH/2300/15: RSRS. LA decision restored. Carmichael followed.
16. Decisions of the UT are published on their website which can be found on www.gov.uk
17. If you have any queries about cases before the UT Judges or courts, please contact us by email at fldmdma.customersupportservices@dwp.gsi.gov.uk or fax on 0113 232 4841.

New Legislation

18. The following Statutory Instruments (SIs) have been laid:
- 2018 No. 61, The Social Fund Funeral Expenses Amendment Regulations 2018, coming into force 2 April 2018.
 - 2018 No. 62, The Pension Schemes Act 2017 (Commencement No. 1) Regulations 2018, made on 17 January.
 - 2018 No. 63, The Pensions Act 2008 (Commencement No. 16) Order 2018, made on 17 January 2018.

- 2018 No. 138, The Welfare Reform Act 2012 (Commencement No. 9, 21 and 23 (Amendment), Commencement No. 11, 13, 17, 19, 22, 23 and 24 (Modification), Transitional and Transitory Provisions) Order 2018, made on 2 February 2018.
- 2018 No. 139, The Gas Safety (Installation and Use) (Amendment) Regulations 2018, coming into force 6 April 2018.

19. Copies of SIs can now be downloaded from legislation.gov.uk

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

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

Document Type	Subject	Link
HB G1/2018	Housing Benefit Debt Recovery data returns HB Cases awaiting decision by the Upper Tribunal HB decisions by the Upper Tribunal New Legislation What's new on our HB pages on www.gov.uk	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/675619/g1-2018.pdf
HB Direct December issue 181	Editorial Closure of mailbox Real Time Information for HB Overpayment Recovery General Data Protection Regulation is coming Reminder: The LA Insight Survey starts soon	https://www.gov.uk/government/publications/hb-direct-newsletters-2018/hb-direct-issue-181
Circular HB S1/2018	2018-19 Discretionary Housing Payments government contribution for English and Welsh local authorities	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/677103/s1-2018.pdf
Circular HB	Universal Credit live	https://www.gov.uk/government

S2/2018	service closure New Burdens payments	t/uploads/system/uploads/attachment_data/file/677399/s2-2018.pdf
Circular HB S3/2018	2018-19 Housing Benefit administration subsidy arrangements for English, Scottish and Welsh local authorities	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/680094/s3-2018.pdf

Annex 1

Guidance on evidence requirements to support the verification of a Date of Birth or Date of Death

Verification levels of Date of Birth

The Department for Work and Pensions (DWP) uses three levels of Date of Birth (DOB) verification specifically for the Customer Information System (CIS). The levels have been set out below to support local authorities (LA's) wider understanding of the verification process:

- Verified to Level 2 (full supporting primary evidence provided)
- Verified to Level 1 (partial supporting secondary evidence provided)
- Not Verified (no primary or supporting evidence provided)

Acceptable primary evidence of a DOB

To enable DWP to verify a DOB to Level 2 one of the following documents must be seen:

- full birth certificate
- short birth certificate
- certificate of registration of birth
- adoption order
- certificate of adoption

Acceptable secondary evidence of DOB

The following items are examples of secondary evidence that can be used to verify a DOB. For DWP to verify the DOB to Level 2 two pieces of evidence must be seen from the list below:

- passport (primary for NINO allocation centres & HM Revenue & Customs)
- identity cards for foreign nationals including a Biometric Residency Permit
- baptismal certification
- child's certificate of vaccination or health record card
- entry in a family Bible or other book containing an old entry of DOB, for example, a Birthday Book
- school reports, register or prize
- confirmation certificate
- indentures of apprenticeship

- life insurance policy, endorsed 'age admitted', taken out before middle life
- certificate of service in the Forces or any other employment under the Crown or in the Mercantile Marine
- approved Society or Ministry of Labour and National Service records
- worked out date of birth from proved ages of brothers and sisters
- statements from employers or acquaintances who have reason to know the customer's example: a school friend National Health Service medical card

Verification level scenarios of what DWP can apply and when

If a different DOB is already held in CIS with a Level 2 verification you need to see either one primary or two secondary pieces of evidence to enable DWP to update the date and verify to Level 2.

If a different DOB is already held in CIS with a Level 1 verification you need to see either one primary or two secondary pieces of evidence to enable DWP to update the date and verify to Level 2.

If a different DOB is already held in CIS with a Not Verified (NV) verification you need to see either one primary or two secondary pieces of evidence to enable DWP to update the date and verify to Level 2.

Limited or no evidence

If there is no primary evidence and limited secondary evidence to corroborate the DOB you should note CIS500 as to what evidence you have seen and DWP will make a decision as to whether they can apply verification to Level 1.

There may be occasions where there is limited evidence available, for example, where the claimant is a refugee and documentation has been destroyed/not available. If this is the case then you should make a note within the comments field on the CIS500 and DWP will make a decision based on what evidence is provided.

However, DWP is unable to update the DOB if there is insufficient evidence available.

Verification levels of Date of Death

DWP use four levels of Date of Death (DOD) verification specifically for CIS. The levels have been set out below to support the LA's wider understanding of the verification process:

- Verified to Level 3 (full supporting or primary evidence provided)
- Verified to Level 2 (partial or secondary evidence provided)
- Verified to Level 1 (limited secondary evidence provided)
- Not Verified (no primary or secondary evidence provided)

Based on the evidence provided, DWP will make the decision to apply the DOD to verification Level 1 or 2.

Acceptable primary evidence of DOD

To enable DWP to verify a DOD to Level 3 one of the following pieces of evidence must be seen from the list below:

- BD8 (DWP Notification of Death document)
- statutory death certificate issued by the Registrar
- General Register Office (GRO) notification
- notification of death issued by the Ministry of Defence (MOD)
- notification of death issued by the Registrar General of Shipping and Seaman

Acceptable secondary evidence of DOD

The evidence below can be used to prove the DOD and the identity of the deceased:

- notification issued by HM Forces
- notification issued by the Registrar General of Shipping and Seamen
- press notices
- memorial cards
- letters and statements from the claimant or other persons
- police statements
- Coroner's certificates
- Funeral Director's certificate
- Procurator Fiscal's report in Scotland
- disposal certificate issued by the local Registrar