

Housing Benefit and Council Tax Benefit Circular

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

HB/CTB A4/2013

ADJUDICATION AND OPERATIONS CIRCULAR

WHO SHOULD READ	All Housing Benefit (HB) and Council Tax Benefit (CTB) staff
ACTION	For information
SUBJECT	DWP change to support the abolition of Council Tax Benefit

Guidance Manual

The information in this circular does not affect the content of the HB/CTB 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/>

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DWP changes to support the abolition of Council Tax Benefit

Introduction

1. This circular provides details about the changes that are being made to the Department for Work and Pensions (DWP) Information Technology (IT) systems, documentation and claim forms to support the abolition of Council Tax Benefit (CTB) from April 2013.
2. Transitional arrangements for the abolition of CTB, including the actions local authorities (LAs) must take where there are retrospective changes to CTB entitlement, have been set out in circular A1/2013. A copy can be accessed at: <http://www.dwp.gov.uk/docs/a1-2013.pdf> and the legislation itself is "The Welfare Reform Act 2012 (Commencement No.8 and Savings and Transitional Provisions) Order 2013."
3. Legislative provision to share data for localised Council Tax reduction schemes (LCTRs) can be found in "[The Social Security \(Information-sharing in relation to Welfare Services etc.\) \(Amendment\) Regulations 2013](#)"

Background

4. The Government has announced that CTB will be abolished and replaced by new, LCTRs from April 2013. This note sets out how the DWP will support the administration of LCTRs from April 2013.
5. The DWP currently undertakes a number of activities relating to claims to and the data exchange for CTB (along with a similar provision for Housing Benefit (HB)), depending on the DWP benefit being claimed. Additionally it provides signposting and general background information in a range of customer facing products on issues relating to HB and CTB.
6. HB will continue to exist beyond April 2013 and LAs will continue to need DWP claimant data, as currently supplied in support of HB/CTB claims, to support the new LCTR schemes.
7. The Department for Communities and Local Government (DCLG) has the responsibility for introducing the new LCTR schemes in England. The Devolved Administrations have responsibility for the new schemes to be introduced in Wales and Scotland.
8. As CTB will no longer exist as a DWP benefit all business processes, communication products and IT systems that either describe CTB or support 'joint claiming' will need significant amendments.

Description of the changes

Impacts on the Integrated Claims Process

9. The integrated claims process is the means by which DWP enables interactive telephone based and on-line claim contact for its customers. The system facilitates electronic information gathering for new and repeat claims to Income Support (IS), Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA) and Pension Credit (PC), as well as any associated claims to HB and/or CTB.

10. As part of the new Government legislation, DWP is required to remove all reference from their systems relating to CTB.
11. While DWP systems will retain the functionality to collect data for CTB/LCTR claims, from April 2013 we will be removing any questions from the process that solely relate to CTB.
12. DWP can no longer take a claim for CTB but can share the claimant information where they intend to apply for Council Tax reduction in their LA. Signposting across DWP products will ensure that the claimant is told that they will need to make the claim to the LA but the information that they provide to DWP will be shared.
13. In addition on all the systems the claimant will still be asked if they 'Are liable for paying Council Tax?' If so, we will ask them if 'they are already in receipt of council tax reduction?' If they are already getting help with their Council Tax we will continue to share the DWP data that we currently do for CTB.
14. However if they are not receiving help we will ask them if they 'Have an intent to apply for a reduction in their Council Tax?' Where they indicate an interest, DWP will continue to send through the data we have collected for the DWP benefit on the Local Authority Input Document (LAID) or Local Authority Claim Information Document (LACI). The LAID and LACI themselves will still reference CTB as the notifications will not have been amended. However the claimant will only have been asked about the reductions in their Council Tax.
15. Due to the fact that DWP cannot take claims for LCTR schemes, amendments have been made to the DWP data gather. There will be areas where information that used to be provided will no longer be available, for example regarding previous claims to CTB. The full details of these changes and more information on this is included in the annexes.

Automated Transfer to Local Authorities (ATLAS)

16. From 1 April 2013, CTB is abolished. DWP will continue to send social security benefit information to LAs for the purpose of administering HB. And from April, this will include the new purposes of administering LCTR schemes.
17. There are no changes to the processes for ATLAS and Electronic Transfer of Data notifications. The LA will continue to receive these as per current processes. The notifications again will reference CTB as they have not been amended to contain the new wording.

Customer Information System (CIS) Access

18. Legislation will permit LAs to access individual CTB claims to assess whether individuals are entitled to help under the new reduction scheme. Any relevant social security benefit information help locally including information collected in relation to individual CTB claims can be used to determine a person's entitlement to support under the new LCTR scheme. The circular can be found at:
<http://www.dwp.gov.uk/docs/a3-2013.pdf>

19. LA staff administering LCTR can access CIS for the new schemes however they do need to be properly accredited to use the system via the Employee Authentication Service.
20. Where you have access to CIS, the interest markers that are used to display that there is an entitlement to LCTR in the LA will still display as CTB. This will not impact on the way the information is shared with the LAs and you will still need to ensure that you keep your interest marker current to the claimant's circumstances.

Memorandum of Understanding

21. The Memorandum of Understanding has been amended to take account of these changes. The revised draft was presented to the Practitioners Operational Group on the 20 February 2013, with the intention of achieving sign-off at the meeting on 27 March 2013. We intend the new version to be in place by 1 April 2013.

Security

22. LA staff have a duty to ensure that processes are in place to safeguard the DWP data provided for LCTR purposes. Any member of staff in the LA, including LCTR staff are subject to section 133 in the Welfare Reform Act 2012. This makes it an offence to misuse any data we have supplied to the LA.
23. Monitoring of access to DWP systems will continue for LA staff using the systems for LCTR purposes.

Guidance

24. Transitional arrangements for the abolition of CTB, including the actions LA must take where there are retrospective changes to CTB entitlement, have been set out in circular A1/2013.
25. DWP guidance and materials will be amended to reflect the changes. Desk aides will be updated to include the new processes and guidance will be amended to ensure that DWP staff correctly sign post claimants to their LA for any help with LCTR.
26. When a claimant is informed that they need to apply to their LA for a reduction in Council Tax, they may do this immediately following the call with DWP. At this stage the LA will not have received the LAID/LACI with the claimant's information therefore LA staff will need to explain this to any claimant's that do call.
27. Claimant notifications will be amended to reference LCTR. This will include clerical and system issued notes, letters and all leaflets that currently mention CTB.
28. DWP will also be updating GOV.UK and the DWP website.

29. Annex A – Income Support and Jobseeker’s Allowance claims on the LA Input Document.

This document is only for information collected for CTR purposes; there will be no impact on the information collected for the purpose of HB claims

The majority of the information that is currently shared with you is gathered as part of the DWP benefit claim.

From April 2013, where someone applies for DWP benefits (regardless of whether they wish to apply for a reduction in their council tax, we will continue to collect the same claimant information that we do know, with the following exceptions:

- Where the information was solely for Council Tax Benefit only (Section 1)
- Where the information is for HB and CTB claims but the claimant is not applying for HB and only wants to apply for a reduction in their Council Tax. (Section 2)
- Where the claimant wants to claim Contributory Based Jobseeker’s Allowance and apply for a reduction in their Council Tax (section 3)

1. This section shows the information that was collected solely for Council Tax Benefit. These will not be asked of the claimant during the data gather and will always be output as Unanswered.

1.1 Received CTB

Have you ever received Council Tax Benefit? UNANSWERED
 When did you last receive Council Tax Benefit?
 Was this for a different address?
 Address Line 1
 Address Line 2
 Address Line 3
 Address Line 4
 Address Line 5
 Postcode
 Which LA did you claim from?
 Have LA been told you’ve moved?
 Application made in different name?

1.2 Partner Received CTB

Has your partner ever received Council Tax Benefit? UNANSWERED
 When did your partner last receive Council Tax Benefit?
 Was this for a different address?
 Address Line 1
 Address Line 2
 Address Line 3
 Address Line 4
 Address Line 5
 Postcode
 Which LA did your partner claim from?
 Have LA been told your partner has moved?
 Application made in different name?

2. This section shows the information that is currently collected for Housing Benefit and Council Tax Benefit purposes. From April 2013 it will only be required for HB purposes and will not be part of

the DWP data gather where there is no claim to Housing Benefit. These questions will still be asked where there is an associated claim to Housing Benefit.

2.1 Customer Work Details

Employed

Job nn

Future Payrise

Is this work for a limited period?

Statutory Paternity Pay

Statutory Adoption Pay

Self-employed

Job nn

Do you get a business start-up allowance?

How much are you paid and how often?

2.2 Partner Work Details

Employed

Job nn

Date of last rise

When is your partners next pay rise due?

Is your partner getting any of the following:-

Statutory Paternity Pay

Statutory Adoption Pay

Self-employed

Job nn

Does your partner get a business start-up allowance?

How much are they paid and how often?

2.3 Other Income Details

Education Course Funding

Person Name (Member of the Assessment Unit)

Financial Assistance <<Customer>>

Do you pay towards the upkeep of a student?

How much do you pay and how often?

Person Name (Member of the Assessment Unit)

Financial Assistance <<Partner>>

Does your partner pay towards the upkeep of a student?

How much does your partner pay and how often?

2.4 Housing Details

Have you and / or your partner moved house in the last 12 months?

What was the previous address or addresses and who do they relate to?

Who receives the council tax bill for your home?

Who do you and / or your partner rent from?

Does anyone else share the rent with you (and your partner)?

What are their names and relationship to you (and your partner)?

Which council do you and / or your partner rent this property from?

What type of tenancy do you and / or your partner have for this property?

When did you move in to this address?

When did your partner move in to this address?
 When did you and / or your partner become liable for paying rent?
 How much rent do you and / or your partner pay?
 How often is this paid?
 When is the rent next due to change?
 Has the rent been registered as a fair rent by the rent officer?
 How many weeks (if any) are there when the rent does not have to be paid?
 Are you / your partner behind with the rent?
 Is anything else included in with the rent?
 What sort of property do you live in?
 Is your home: furnished, partly furnished, minimally furnished, unfurnished?
 Does your home have central heating?
 Does your home have a garden?
 How many floors are there and which floor(s) do you live on?
 Do you occupy all the building?
 Whereabouts in the building do you live?
 How many of the following do you have?

Type of Room	Whole Property	Number of Exclusive Use Rooms	Number Shared Rooms
Living Rooms			
Bedsitting Rooms			
Bedrooms			
Bathrooms			
Toilets			
Kitchens			
Other Rooms			

Who is responsible for decorating the home?
 Are service charges paid for this property?
 How often is it paid?
 What does this payment cover?

2.5 Landlord Details

Landlord's details
 Address line 1
 Address line 2
 Address line 3
 Address line 4
 Address Line 5
 Post code
 Phone number
 Does the landlord have an agent?
 Name
 Address Line 1
 Address Line 2
 Address Line 3
 Address Line 4
 Address Line 5
 Postcode
 Phone Number
 Are you, your partner or any of the children related to the landlord or their partner or are you or your partner, the former partner of the landlord or the landlord's partner?

 Are you, your partner or any of the children related

to the landlord's agent or their partner or are you or your partner, the former partner of the landlord's agent or the landlord's agent's partner?

2.5 Received HB

Have you ever received Housing Benefit?
When did you last receive Housing Benefit?
Was this for a different address?
Address Line 1
Address Line 2
Address Line 3
Address Line 4
Address Line 5
Postcode
Which LA did you claim from?
Have LA been told you've moved?
Application in any other name?

2.6 Partner Received HB

Has your partner ever received Housing Benefit?
When did your partner last receive Housing Benefit?
Was this for a different address?
Address Line 1
Address Line 2
Address Line 3
Address Line 4
Address Line 5
Postcode
Which LA did your partner claim from?
Have LA been told your partner has moved?
Application in any other name?

2.7 Establish Further Properties

Do you and / or your partner rent and or own another property?
Property <Seq No>
Do you and / or your partner rent and or own another property?
What is the address of this property?

Address Line 1
Address Line 2
Address Line 3
Address Line 4
Address Line 5
Postcode
Why are you and / or your partner not living in this property at the moment?
When did you and / or your partner last live at this property?
Do you and / or your partner expect to go back to live in this property?
Which of the properties you have told me about do you and / or your partner regard as your main home?
Address Line 1
Address Line 2
Address Line 3
Address Line 4
Address Line 5
Postcode

3. This section shows the sections where information will not be collected where the claimant is making a claim to contributory based JSA and would like to apply for a reduction their council tax.

- Partner Details
- Children Details
- Other People in Household
- Partner Work Details
- About Claim – Partner
- Other Benefit Details – Partner & Children
- Other Income Details - Partner
- Capital Details – Partner
- Property or Land
- Backdating

3.1. For the below questions a default value has had to be used because the questions are mandatory within DWP systems. These are only relevant where the claim is for JSA (C) and they only wish to apply to a reduction in their council tax.

These questions have not been asked of the claimant and the answers included on the LAID are not necessarily the claimants true circumstances.

These questions are:

Customer Work Details

Employed

Job nn

Future Payrise

No

Is this work for a limited period?

No

Statutory Paternity Pay

No

Statutory Adoption Pay

No

Housing Details

Do you and / or your partner pay rent for or own the place where you are living?

Neither

Are you liable for paying the rent on the whole property?

Yes

Are you liable for paying the mortgage?

Yes

Who do you and / or your partner rent from?

Local Authority

30. Annex B – Employment and Support Allowance Claims on the LA Claim Information Document

This document is only for information collected for CTR purposes; there will be no impact on the information collected for the purpose of HB claims

The majority of the information that is currently shared with you is gathered as part of the DWP benefit claim.

From April 2013, where someone applies for DWP benefits (regardless of whether they wish to apply for a reduction in their council tax, we will continue to collect the same claimant information that we do now, with the following exceptions:

- Where the information was solely for Council Tax Benefit (Section 1)
- Where the information is for HB and CTB claims but the claimant is not applying for HB and only wants to apply for a reduction in their Council Tax. (Section 2)
- Where the claimant wants to claim Contributory Based Employment and Support Allowance and apply for a reduction in their Council Tax (section 3)

1. This section shows the information that was collected solely for Council Tax Benefit. These will not be asked of the claimant during the data gather and will always be output as Unanswered.

1.1 HBCTB Previous Details view

Received Council Tax Benefit before? Unanswered

Customer Previous Council Tax Benefit Details

Date Last Received:
 Claim Made for Current Address?
 Claim Address Start Date:
 Claim Address
 End Date:
 Claim Address:
 Name of Local Authority Claimed From:
 Address of Local Authority Claimed From:
 Local Authority Reference Code:
 Local Authority Phone Number:
 Local Authority Informed of Move?
 Claim Made in Different Name?
 Title:
 First Name:
 Surname or Family Name:

Partner Previous Council Tax Benefit Details

Date Last Received: Unanswered
 Claim Made for Current Address?
 Claim Address Start Date:
 Claim Address
 End Date:

Claim Address:
 Name of Local Authority Claimed From:
 Local Authority Claim From Address:
 Local Authority Reference Code:
 Local Authority Phone Number:
 Local Authority Informed of Move?
 Claim Made in Different Name?
 Title:
 First Name:
 Surname or Family Name:

2. This section shows the information that is currently collected for Housing Benefit and Council Tax Benefit purposes. From April 2013 it will only be required for HB purposes and will not be part of the DWP data gather where there is no claim to Housing Benefit. These questions will still be asked where there is an associated claim to Housing Benefit.

2.1 Partner Additional Details

Severely Mentally Impaired?	Unanswered
Pays Towards Upkeep of a Student(s)?	Unanswered
Amount Towards Upkeep of a Student(s):	Unanswered
Frequency of Payment Towards Upkeep of a Student(s):	Unanswered
Changed Address in Last 12 Months:	Unanswered
Last Address:	Unanswered
Last Address Details:	Unanswered
Currently Living Away from Home?	Unanswered
Date Left Home:	Unanswered
Reason Currently Living Away from Home:	Unanswered
Date Likely to Return Home:	Unanswered

2.2 Dependants

Are there dependants in the household?	No
Any Dependant Children with Parents Living at a Different Address?	Unanswered
Parent / Person With Care:	Unanswered

Additional Dependant Details

Person Who's Receiving Child Benefit for the Child:	Unanswered
First Name of the Recipient:	Unanswered
Other Forenames of the Recipient:	Unanswered
Surname or Family Name of the Recipient:	Unanswered
Address of the Dependant:	Unanswered
Is The Dependant Staying in Boarding School?	Unanswered
Periods of Staying in the Customer / Partner's Household:	Unanswered
Dependant Ever Been on Blind Register?	Unanswered
Dependant Still on Blind Register?	Unanswered
Date Removed from Blind Register:	Unanswered

Dependant Receives Disability Living Allowance / Personal Independence Payment?	Unanswered
Disability Living Allowance / Personal Independence Payment Components:	Unanswered
Mobility Component Amount:	Unanswered
Care / Daily Living Component Amount:	Unanswered
Does the Customer or Partner Pay a Registered Child Minder, Nursery or After School Club?	Unanswered
Name of Registered Child Minder, Nursery or After School Club:	Unanswered
Registration Number:	Unanswered
Weekly Charge:	Unanswered

2.3_ Housing Details

Customer Local Authority Details

Local Authority Name:	Unanswered
Local Authority Address:	Unanswered

Customer Housing Cost Details

Does Customer or Partner Own the Property Customer Lives In?	Unanswered
Rental Costs?	Unanswered
Living with Parents, Relatives or Friends as Part of Their Family?	Unanswered
First Name of Head of Household:	Unanswered
Other Forenames of Head of Household:	Unanswered
Surname or Family Name of Head of Household:	Unanswered
Relationship to Customer:	Unanswered
Crown or Long Term Tenancy:	Unanswered

Customer Housing Benefit/Council Tax Benefit

Currently Receiving or in Process of Claiming Housing Benefit?	Unanswered
Currently Receiving or in Process of Claiming Council Tax Benefit?	Unanswered

Customer Previous Partner Or Other Person Contributions

Previous Partner or Anyone Else Pays Towards Customer's Liability of Housing Costs?	Unanswered
Amount:	Unanswered
Frequency:	Unanswered
Date Last Paid:	Unanswered

Customer Shared Housing Costs

Housing Costs Shared?	Unanswered
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Name Of The Person(s) Who Share Housing Costs

First Name:	Unanswered
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Other Forenames:	Unanswered
Surname or Family Name:	Unanswered
Relationship to you:	Unanswered

Customer Service Charges

Service Charges?	Unanswered
Service Charge Amount:	Unanswered
Service Charge Frequency:	Unanswered
Service Charge Verification:	Unanswered

Customer Business Rates

Part of Home Rated as Business?	Unanswered
Percentage Rated as Business:	Unanswered
Date Property Rated as Business:	Unanswered

Housing Benefit More Housing Cost Details

Does Customer and/or Partner Pay Rent on the Whole Property?	Unanswered
Name of the Person Liable for Paying the Rent:	Unanswered
Gender of the Person Liable for Paying the Rent:	Unanswered
Customer Rents From:	Unanswered
If Other, Rents From:	Unanswered
Does Customer and/or Partner Rent Garage Parking Space as part of Tenancy Agreement?	Unanswered
Anything Else Included in the Rent?	Unanswered
Sold Property to a Company and Renting it Back?	Unanswered

Rent Inclusion Details

Rent Inclusion Details:	Unanswered
Amount:	Unanswered
Frequency:	Unanswered

Meal Inclusion Details

Meal Inclusion Details:	Unanswered
Included in Meal Amount?	Unanswered

Tenancy Details

Tenancy Type:	Unanswered
Tenancy Start Date:	Unanswered
Date of Customer Moving in:	Unanswered
Date of Partner Moving in:	Unanswered
Date When Customer / Partner Became Liable for Paying Rent:	Unanswered
Rent Amount:	Unanswered
Rent Frequency:	Unanswered

Other Rent Details

Has the Rent Been Registered as Fair Rent By The Rent Officer? Unanswered

Does Customer or Partner Not Pay for a Certain Number Weeks? Unanswered

Number of Weeks for Which the Rent Does Not Have to be Paid: Unanswered

Is Customer or Partner Behind With the Payment of Rent? Unanswered

Number of Weeks Behind With the Payment of Rent: Unanswered

Rent Change Details

Date Rent Due to Change Unanswered

Landlord Details

Name: Unanswered

Address: Unanswered

Telephone Number: Unanswered

Relationship: Unanswered

Landlord Agent's Details

Name: Unanswered

Address: Unanswered

Telephone Number: Unanswered

Relationship: Unanswered

Property Details

Property Type: Unanswered

Furnishing Type: Unanswered

Property Has Central Heating? Unanswered

Property Has Garden? Unanswered

Property Has Garage? Unanswered

Property Has a Parking Space? Unanswered

Number of Floors You Occupy in the Building? Unanswered

Customer / Partner Occupies the Whole Building? Unanswered

Floor on Which the Customer Lives: Unanswered

Floor Number on Which the Customer Lives: Unanswered

Is This the Entry Floor? Unanswered

Where Does the Customer Live in the Building? Unanswered

Rooms In Customer Building

Room Type: Unanswered

Number of Rooms of This Type in Customer's Building: Unanswered

Number of Rooms of This Type Just For Customer: Unanswered

Number of Rooms of This Type That Customer Shares with Other People: Unanswered

Council Tax Bill Details

Who Receives the Council Tax Bill for the Place Where the Customer / Partner are Staying In?	Unanswered
Last Name:	Unanswered
First Name:	Unanswered
Council Tax Reference Number:	Unanswered

HBCTB Previous Details view

Received Housing Benefit before?	Unanswered
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Customer Previous Housing Benefit Details

Date Last Received:	Unanswered
Claim Made for Current Address?	Unanswered
Claim Address Start Date:	Unanswered
Claim Address	Unanswered
End Date:	Unanswered
Claim Address:	Unanswered
Name of Local Authority Claimed From:	Unanswered
Address of Local Authority Claimed From:	Unanswered
Local Authority Reference Code:	Unanswered
Local Authority Phone Number:	Unanswered
Local Authority Informed of Move?	Unanswered
Claim Made in Different Name?	Unanswered
Title:	Unanswered
First Name:	Unanswered
Surname or Family Name:	Unanswered

Partner Previous Housing Benefit Details

Date Last Received:	Unanswered
Claim Made for Current Address?	Unanswered
Claim Address Start Date:	Unanswered
Claim Address	Unanswered
End Date:	Unanswered
Claim Address:	Unanswered
Name of Local Authority Claimed From:	Unanswered
Local Authority Claim From Address:	Unanswered
Local Authority Reference Code:	Unanswered
Local Authority Phone Number:	Unanswered
Local Authority Informed of Move?	Unanswered
Claim Made in Different Name?	Unanswered
Title:	Unanswered
First Name:	Unanswered
Surname or Family Name:	Unanswered

3. This section shows the sections where information will not be collected where the claimant is making a claim to contributory based ESA and would like to apply for a reduction in their council tax.

- Partner Details
- Dependants
- Other People Who Live With Customer
- Other Benefits
- Employment
- Education and Training - Partner
- Personal or Occupational Pension - Partner
- Savings and Investments
- Other Property or Land
- Other Income - Customer & Partner
- Care Home

3.1. For the below questions a default value has had to be used because the questions are mandatory within DWP systems. These are only relevant where the claim is for ESA (C) and they only wish to apply for a reduction in their council tax.

These questions have not been asked of the claimant and the answers included on the LACI are not necessarily the claimant's true circumstances.

These questions are:

3.1 Partner Details

Do you have a partner? * ???

3.2_ Dependants

Are there dependants in the household?* No

3.3_ Other People Who Live With Customer

Does anyone else live in the customer's household? No

3.4_ Education and Training

Attending or have attended a full time course of education, training or apprenticeship in the last 4 years?* Unanswered

3.5_ Savings and Investments

Have savings and investments?* No

31. Annex C – Pension Credit Claims on the LA Claim Information Document

This document is only for information collected for Council Tax Reduction scheme (CTR) purposes; there will be no impact on the information collected for the purpose of HB claims

From April 2013, where someone applies for DWP benefits (regardless of whether they wish to apply for a reduction in their council tax), we will continue to collect the same claimant information that we do now, with the following exceptions:

- Where the information was solely for Council Tax Benefit (Section 1)
- Where the information was for HB and CTB claims (Section 2)

The LACI will still be populated with information that is gathered during the PC claim for all claims where the customer wishes to apply for HB and / or CTR. For customer wishing to claim PC and CTR only no further questions will be asked during the HB/CTR section in the CAM. Only data from the PC claim will be populated. Because there are no IT changes any mandatory questions will have be populated with “Don’t Know” to enable the advisor to be able to complete the PC claim.

1. This section shows the information that was previously collected solely for Council Tax Benefit. **These questions will not be asked during the data gather and will always be shown as Don’t know.**

HB/CTB Previous details view

Customer/Partner liable to pay the Council Tax bill for their home	Don't Know
Council Tax Reference	Don't Know

HBCTB Contact Details

Note: Any data already populated during the PC claim will still be sent via the LACI.

Previous HB/CTB

Claimed Before?	Don't know
Date Last Claimed	
Council Name	
Name Claimed Under	
Claim Address	
Resident Status	
Moved In Last 12 Months	
Informed Council	
Same As Claim Address?	
Previous Address	

HBCTB Children Living With You

Children Live With You?	Don't Know
Forename	
surname or Family Name	

Other Name
 Date of Birth
 Gender
 Usually Lives Elsewhere
 ChB No.
 ChB Recipient
 Responsibility for child?
 Registered Blind?
 Receiving DLA?
 Property or money in trust funds?
 Do You or Your partner pay any child minding costs for this child to a registered minder, nursery or after school club?
 Minder Name
 How much do you pay the minder
 Frequency
 Minder Registration Number

HBCTB Non – Dependants

If there are no non dependants identified during the PC data capture we will no longer ask the customer any further questions and any outputs will say No or Don't know.

Non Dependants?	No
Hospital?	Don't Know

HBCTB Other Household Members

If there are no Joint Tenants identified during the PC data capture we will no longer ask any further CTR questions and the questions will be populated with Don't Know . If they are Joint Tenants identified during the PC claim the information will still be populated within the LACI.

Joint/Sub-Tenant, Co-owner, Landlord	Don't Know
Legal Custody?	Don't Know
Hospital over 52 weeks?	Don't Know
Forename	
Surname or Family Name	
Other Name	
Date Of Birth	
Relationship Status	
Expected Release Date	

2. This section shows the information that was previously collected solely for Council Tax Benefit purposes only in an HB and CTB claim.

If a customer is applying for HB and CTB then the only information that will not be collected from the customer and sent across via the LACI is detailed below. All other data that is required for an HB claim will still be collected and passed via the LACI. Supplementary rent forms will still be issued to customers

Customer/Partner liable to pay the Council Tax bill for their home	Don't Know
Council Tax Reference	