

D1***Liaison with local DWP offices***

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D1 Liaison with local DWP offices

About this chapter

1.00 This chapter

S127 and S128 SSA Act 1992

- deals with
 - the liaison arrangements between Local Authorities (LAs) and local DWP offices, which includes Jobcentre Plus, social security offices and pension centres
 - those aspects of the Housing Benefit (HB) and Council Tax Benefit (CTB) schemes which require close working between the two organisations
- explains the procedures under which direct payments for rent arrears, Council Tax (CT) and Community Charge (CC) arrears and service charges can be made from Income Support (IS) and Jobseeker's Allowance (JSA)
- includes several annexes which
 - list the liaison forms used by local DWP, see *Annex A* at the end of this chapter
 - show the information that can appear on various computer-generated forms
 - list the IS disallowance and termination reasons, see *Annex F* at the end of this chapter
 - show model formats for use by authorities to request direct payments and notify local DWP offices of changes of circumstances

1.01-1.29

Guidance on interpretation of HB/CTB Schemes

1.30 LAs should not seek advice from local DWP offices on the interpretation of HB or CTB Schemes.

1.31 LAs who require guidance which is not contained in this manual or in circulars should consult DWP headquarters.

1.32-1.59

1.60-1.66

Liaison with DWP offices

- 1.60 It is essential for LAs and local DWP offices, to
- work together closely to reduce duplication of effort, both for claimants and for staff, and
 - simplify transactions between LAs and local DWP offices, in particular the exchange of information and the verification of entitlement to benefits
- 1.61 All organisations should make sure that local liaison arrangements are clearly laid down and operate effectively. LAs are strongly urged to sign a local SLA, see *Service Level Agreement* later in this chapter.
- 1.62 LAs in London may need to establish liaison arrangements with one of the Social Security Benefit Centres, located in Glasgow, Belfast and Ashton-in-Makerfield.
- 1.63 Working practices in individual local DWP offices may also vary, and LAs are advised to regularly review working arrangements.

Liaison with Jobcentre Plus

- 1.64 Good liaison with Jobcentre Plus is also important. Please contact your local Jobcentre Plus office and arrange this.

Service Level Agreements

Purpose of SLAs

- 1.65 SLAs are intended to improve quality of services and secure application of minimum standards by the parties to the agreements. The SLAs also encourage closer working through dialogue and liaison and the development of a better understanding of our procedures in order to provide the best possible claimant experience. Individual SLAs set out the minimum standards but both parties are encouraged to build on the SLAs to reflect local needs.
- 1.66 SLAs between local DWP offices and Her Majesty's Revenues and Customs (HMRC) provide frameworks for effective liaison between LAs and DWP offices, and LAs and HMRC.

National Framework Agreement

- 1.67 A National Framework Agreement, which
- sets out the baseline expectations and obligations of both the LA and the DWP office for achieving **minimum** standards of efficient liaison and benefit administration
 - can be used in negotiations with the local DWP offices, but particular attention should be paid to
 - points of contact between LAs and local DWP offices
 - arrangements for the transmission of documents and information
 - arrangements for dealing with written and telephone enquiries on particular cases
 - arrangements for resolving difficulties
 - emphasises the importance of procedures such as
 - Section 1(1A) and (1B) of the Social Security Administration Fraud Act, the use of the Customer Information System (CIS) and the electronic transfer of data (ETD). **Note:** CIS replaced Remote Access Terminals (RATs)
 - guidance for monitoring achievement of targets is contained in Appendix 5 of the SLA. This monitoring will provide details for informed discussion and negotiation locally. For more information, see *Monitoring and assurance requirements* below. However, many of the targets are prescribed in legislation and cannot be immediately changed
- 1.68 LAs and the DWP can build on these model SLA to reflect local needs, but should note that the
- targets within the SLA specify the minimum standards that should be achieved by each party
 - minimum liaison and monitoring requirements are set out in the agreements although it is for each partnership to decide how these can best be achieved
 - role of nominated liaison officers in both organisations is also a matter for local agreement, although guidance on this role is included in the SLA

1.69-1.79

1.80-1.119

Monitoring and assurance requirements

1.80 Monitoring arrangements have now been formalised within the SLA. This means that while the monitoring methods will be decided locally, DWP are required to provide evidence to support assurance.

1.81 To help in the monitoring and assurance process, the SLA includes the following requirements

- DWP offices will provide management information for assurance, which is targeted at specific areas of administering HB/CTB
- operating the SLA over a fixed annual period, for 2004/2005 – 1 April 2004 to 31 March 2005. This will provide greater consistency and allow progress to be assessed and updates to be provided at regular set intervals

1.82-1.89

Exchange of information

1.90 The legal basis for the exchange of information between LAs and the DWP (formerly the Department of Social Security) and its executive agencies, was changed with effect from July 1997, see '*New*' supply of information powers below.

1.91-1.99

'Old' supply of information powers

1.100 Until 1 July 1997, sections 127 and 128 of the Social Security Administration Act 1992 (the Administration Act) provided the primary powers for the exchange of information between the DSS and an LA. The HB (Supply of Information) Regulations 1988 (S.I. 1988 No 662) and the CTB equivalent, set out in detail what information could be exchanged.

1.101-1.109

'New' supply of information powers

1.110 The 1997 Fraud Act inserted sections 122C and 122D into the Social Security Administration Act. These replaced the old powers and significantly expanded the powers of the DWP and LAs to share information.

1.111-1.119

Accepting and using claim information and evidence received from the DWP

Claim information received from and already used by the DWP

- 1.120 When you receive information from DWP which has been used by them in connection with a claim or an award of a benefit they administer, you **must** use that information, if relevant, to update any benefit claims or awards that you are administering. You should not make further enquiries as to the accuracy of such information.
- 1.121 By information 'used' by the DWP, we usually mean verified and used. However, it could potentially include information that has not been verified but which the DWP has opted to use after risk analysis.
- 1.122 Benefits the DWP administer and which they may have used the forwarded information for are
- a Attendance Allowance (AA)
 - b Bereavement Allowance (BA)lce)
 - c Bereavement Payment
 - d Carer's Allowance (CA)
 - e Disability Living Allowance (DLA)
 - f Incapacity Benefit (IB)
 - g Income Support (IS)
 - h Jobseeker's Allowance (JSA)
 - i Retirement Pension (RP)
 - j State Pension Credit (SPC)
 - k Widowed Parent's Allowance (WPA)
 - l Winter Fuel Payment

1.123-1.127

What information is covered?

- 1.123 The information covered by the Act includes
- LA Input Document, but see *Using information on the LA Input Document* later in this chapter
 - Electronic Transfer of Data (ETD) reports
 - all information on the Customer Information System (CIS) when the customer **has** claimed or is currently in receipt of a DWP benefit
 - certified copies of evidence
 - other official DWP communications containing details of information that they have used or verified

This list is not exhaustive.

Using information on the LA Input Document

- 1.124 Most details on the LA Input Document provided by Jobcentre Plus will either have already been used by Jobcentre Plus in connection with the administration of a claim for IS, JSA or IB, or will be used once verification has taken place.
- 1.125 The exceptions are
- rent details, and
 - certain non-dependant deduction details
- 1.126 While Jobcentre Plus will make every effort to ensure that information provided on the LA Input Document has been appropriately verified, under current arrangements some information will not have been verified at the point the document is forwarded to you. You do not have to use this information, but when Jobcentre Plus provides you with the information as verified at a later date, you must accept that and, when appropriate, use it for the HB/CTB claim.
- 1.127 Information provided on the LA Input Document is annotated so you know whether or not it has been verified by DWP.

Exceptions to using claim information provided by DWP

- 1.128 There are exceptions when you will not be required to use claim-related information received from the DWP. These are when
- it is clear the DWP office has not used the information itself or verified it on your behalf (DWP staff will be advised to annotate their actions on the information they send you). For example, certain information on the LA Input Document provided by Jobcentre Plus, see *Using information on the LA Input Document* earlier in this section
 - the information is received by you more than a year after it was used or verified by DWP (most information from DWP should be annotated with a date of use or verification). This exception does not apply to information that never changes, eg date of birth, date of death and National Insurance Number (NINO)
 - the information is received by you less than a year after it was used by DWP but you have strong grounds for believing it would have changed recently (for example, verified wage information relating to March which is received in June – often people receive a wage rise in April)
 - it is unclear when the information you receive was used by DWP
- 1.129 In all cases, if you are in doubt about the accuracy or age of the information, contact the relevant DWP office in the first instance – their contact details should be attached to the information. Only when enquiries with DWP fail to resolve your concerns should you consider making your own enquiries with the customer.

Verifying claim information for DWP

- 1.130 LAs can verify and forward claim information to the relevant DWP agency which is only relevant to a DWP-administered benefit, for example mortgage interest details, when there is a local agreement to do so.

Forwarding claim information to a DWP agency

- 1.131 When you forward information to DWP, whether you have already used it or have simply verified it on the DWP's behalf, you should always annotate the information with
- your contact details, and
 - the date you used or verified the information
- 1.132 DWP are required to use this information, when appropriately annotated, in the same way as you must use such information received from DWP.

1.133-1.138

English County Councils

- 1.133 English County Councils do not administer any social security benefits. However, their staff work jointly with DWP and certain authorities that administer HB/CTB, to
- take claims to benefit
 - verify information provided with the claims, on behalf of the relevant LA or DWP office, and
 - forward all the documentation to the relevant authority or office
- 1.134 These arrangements are part of legislation and only local agreement between the parties is necessary.
- 1.135 If you receive a claim or verified information from an English County Council and your authority has made prior arrangements with the County Council for this to happen, you may accept and use the information without carrying out further checks. Unlike information forwarded by DWP, you do not have to automatically accept and use information that has been verified by English County Council staff, although you are encouraged to do so.
- 1.136 When deciding whether to automatically use information supplied by a County Council remember that you do not have to use information about rent details or certain non-dependant deduction details.

Overpayments due to incorrect DWP/English County Council information

- 1.137 If you accept, and use in good faith, claim information provided by the DWP which turns out to be incorrect, how you treat any resulting overpayment depends on why the information was incorrect.
- 1.138 If the information was incorrect due to
- an act or omission by the customer, attribute the overpayment to customer error or fraud because the overpayment was caused by the customer providing the incorrect information to the DWP
 - DWP human or IT error, including when DWP has consciously chosen not to verify, after risk analysis, the information prior to use, you would attribute the overpayment to Departmental official error

- 1.139 The appropriate subsidy should be claimed. Overpayments will either be
- customer error or fraud when the overpayment has been caused by the customer, or
 - Departmental official error when the overpayment has been caused by the DWP. This includes cases when you have been required to use information supplied by DWP but which has not been verified by DWP
- 1.140 If the wrong information was provided because of English County Council human or IT error, you should attribute the overpayment to LA official error. This is because they were acting on your behalf, and you have a choice in whether to accept the information.

1.141-1.159

Liaison officers

- 1.160 In every local DWP office, a senior officer should have been nominated as HB/CTB liaison officer, who will act as the main point of contact for the LA. Similarly, LAs are expected to have a single liaison point for each DWP office to contact on matters affecting relevant matters, such as rent or service charges for fuel or water.
- 1.161 LAs are also strongly advised to appoint CTB liaison officers to co-operate with the DWP liaison officers. In most cases it is appropriate for HB Liaison Officers to assume a dual role.
- HB Reg 83; CTB 69*
- 1.162 For advice when you need National Insurance contributions information, see *Obtaining National Insurance contributions information* later in this chapter.
- 1.163 If it is not possible to resolve problems and difficulties locally the matter should be referred to the
- District Manager and/or the Area Director, for problems/difficulties involving social security or Jobcentre Plus offices
 - relevant Government Office Region, for problems/difficulties involving pension centres

It is recognised that some system difficulties can only be resolved at national level through DWP Headquarters.

1.164-1.179

1.180-1.249

Written communications

- 1.180 It is important that within each LA there are agreed points to which the local DWP office can send written communications. Otherwise delays are likely and there is a possibility of documents or information going astray. NHB(IS) forms should be despatched or collected daily.
- 1.181 Local DWP office and LA staff should make sure that their signatures on memos and letters are legible so that any queries can be taken up with the originating officer.

1.182-1.199

Meetings

- 1.200 It is recommended that regular meetings take place between local DWP office and LA representatives. These meetings are invaluable in improving the quality of liaison and resolving local problems. Early discussion can often prevent small difficulties from becoming problems.

1.201-1.209

Day-to-day contact between staff

- 1.210 Day-to-day contact can be made easier if local DWP offices and LAs provide each other with a description of the way their work is organised, identifying individuals and their telephone extensions when possible. The exchange of street directories and maps can be very useful.
- 1.211 Exchange visits for local DWP office and LA staff should be encouraged, so that staff gain an understanding of the broad functions carried out by their opposite numbers.
- 1.212 **Reminder.** LAs should make sure that they do not already hold the information before making an enquiry of the DWP office.

1.213-1.229

Direct telephone lines

- 1.230 A problem frequently raised by both local DWP staff and LAs is the difficulty in contacting their opposite numbers by telephone. If direct telephone lines or tie lines have not already been installed, local DWP office and LA management should discuss the desirability of arranging for this to be done.
- 1.231 An exchange of fax machine numbers may also be useful.

1.232-1.249

Training

1.250 Local DWP office and LA managers should make sure that suitable HB/CTB and IS/JSA awareness training is given to all levels of staff. Special attention should be given to the training needs of staff who deal with queries from the public. Proper training will make sure that

- the agreed procedures are followed, and
- staff are aware of working practices and regulations

1.251 Supplementary training may be necessary when procedures are changed or amended.

1.252-1.269

Obtaining National Insurance contributions information

1.270 If you need National Insurance contributions information

- do not contact HMRC
- contact your local DWP office

1.271 When requesting information from the DWP office

- use the proforma in *Annex B* at the end of this chapter
- remember, under section 121E of the Social Security Administration Act 1992 (SSAA), contributions information held by Inland Revenue may only be passed to the DWP for functions relating to
 - social security
 - child support
 - war pensions

1.272 This means the DWP can only give you contributions information for use in

- checking the accuracy of information relating to HB or CTB, and if appropriate, amending or supplementing that information
- the prevention, detection, investigation or prosecution of offences relating to HB or CTB

1.273-1.279

1.280-1.287

Confirming/allocating NINOs

- 1.280 If you need a NINO allocating, confirming or tracing, you must contact the local DWP office who will do this using the Departmental Central Index (DCI).
- 1.281 To request confirmation, tracing or allocation of a NINO
- use form DCI 1
 - attach to form DCI 1 a copy of the pages from the claim form showing the claimant's
 - personal details
 - signature

Claimant's partner has no right to be in the UK

- 1.282 If a claim for HB/CTB is received from a couple and it is established that there is an entitlement to benefit and the partner does not have a NINO, complete form DCI 1 and send it to the local DWP office.
- 1.283 When completing form DCI 1, it is important to
- enter the partner's details in the 'Customer details' section
 - enter customer details in the 'Additional information' box, and
 - tick the 'Yes' box under 'Partner of a benefit customer'
- 1.284 When DWP receive form DCI 1, if they cannot trace a NINO for the individual, they will undertake an evidence of identity interview and establish whether the partner is entitled to a NINO. If the individual is a partner in a claim to HB/CTB and they do not have leave to enter or remain in the UK, Jobcentre Plus will
- refuse to allocate a NINO
 - annotate the 'Comments box' with Immigration status invalid
 - return form DCI 1 to the LA advising that a NINO has been refused
- 1.285 To pay the HB/CTB claims when the partner's NINO has been refused due to 'immigration status invalid' you will need to enter the partner's NINO onto your IT systems using the prefix letters **OO** followed by six numbers and then the letter **A**. As some HB/CTB IT systems require a unique reference number we have not specified which numbers should be used.
- 1.286 This change does not affect the HB payment regulations and the claim should still be treated and paid as a couple.
- 1.287 The prefix letters **OO** should only be used in these partner cases, ie when a NINO has been refused and the DCI1 is annotated 'Immigration status invalid'.

1.288 In all other cases where a NINO has been refused the HB/CTB claim should be disallowed under normal procedures as the couple have not satisfied Section 1 (1B) of the Social Security Administration Act 1992.

1.289-1.299

Claims made through local DWP offices

Working age claimants

W1.300 The HB/CTB claim form, form HCTB1, is included with claim forms for

- IS
- JSA

Note: For offices covered by CMS, see *Customer Management System*.

W1.301 Every IS/JSA(IB) claimant will therefore automatically receive form HCTB1.

W1.302 When the IS/JSA(IB) claimant also wants to claim HB/CTB, they complete form HCTB1 and return it direct to the relevant LA, together with all the documents needed to support the claim.

W1.303 If, on change of address, a fresh IS/JSA claim form is not needed, but a fresh claim to HB/CTB is still required, the relevant DWP office will issue claim form HCTB1.

W1.304 If the DWP office receive form HCTB1, they will date stamp the IS or JSA claim form and form HCTB1 to show the date of receipt. Within two working days of receiving the claim or as soon as is reasonably practicable, the relevant office will forward to the LA form HCTB1, plus a notice indicating the result of the claim to IS.

W1.305 This notice, NHB(IS) IS DECISION or NHB(JSA) JSA DECISION is computer-generated. In a few types of case, a written notice will be issued, see *Annex M* for NHB(IS) clerical and *Annex D* for details on NHB(IS) at the end of this chapter.

W1.306 Form NHB(IS)/NHB(JSA) cover entitlement and non-entitlement to IS/JSA. For security reasons form HCTB1 and accompanying IS/JSA decision notices will be sent to the LA in double sealed envelopes. The local DWP office authorisation stamp should be firmly imprinted on the inner envelope. Decision notices received in any other manner should be queried with the relevant office.

W1.307 If form HCTB1 is returned with no entries, the IS/JSA records are noted and form HCTB1 destroyed. If the form contains entries, but is incomplete it will be passed to the LA in the normal way.

HB Reg 83; CTB 69

W1.308-W1.319

P1.300-1.325

Pensioners

P1.300 The HB/CTB claim form for pensioners is

- HCTB1(PC)
- a shortened version of HCTB1
- not issued with Pension Credit application but under a separate cover

P1.301 Claimants return the completed HCTB1(PC) with supporting documentation to the LA.

P1.302 If The Pension Service receive HCTB1(PC), they will forward it to the LA.

P1.303 The Pension Service will notify you about a clerical Pension Credit decision on NHB(PC) clerical, see *Annex N* at the end of this chapter.

P1.304 - P1.319

The Customer Management System

1.320 The Customer Management System (CMS) is an integrated claimant contact and information gathering process to claimants of working age.

1.321 Claimants will be encouraged to make contact via the telephone, but the process also supports face-to-face contact at Jobcentre Plus offices.

1.322 The CMS gathers information for new and repeat claims of IS, JSA, both JSA(IB) and JSA(Cont), and IB, ie the primary benefits.

1.323 When a claimant makes a new/repeat claim for a primary benefit, the CMS also gathers information for any associated benefits, eg HB/CTB.

1.324 In the majority of cases the CMS gathers all the information required to support HB/CTB claims, regardless of the primary benefit claimed. For example, information about the claimant's capital will be collected if the primary benefit claimed is IB or JSA(Cont).

1.325 Jobcentre Plus will also

- verify evidence presented by the claimant when this is needed to support the primary benefit claim
- advise you of the evidence verified by them

Note: You may accept the details of the evidence as being sufficient to fulfil the requirements of the Verification Framework.

1.326 Evidence required **solely** to support HB/CTB claims will **not** be requested or verified by Jobcentre Plus, even though the **information** will be gathered.

1.327 This information and verification will be sent to you in the form of an Input Document. This replaces the HCTB1 for claims made via the CMS, see *The Customer Management System - A Guide for Local Authorities*.

1.328-1.329

Best practice

1.330 On receipt of HCTB1/HCTB1(PC)/Review claim form, we recommend, as best practice, that you check the appropriate IS/JSA/Pension Credit systems to make sure the HB/CTB indicator is correctly set. This is particularly important if the claim form comes direct from the customer and a claim to DWP benefits has been indicated. If there is any discrepancy, notify the relevant DWP section using the LA17 proforma at *Annex O* or a locally agreed alternative.

1.331 Use proforma LA17 or a local alternative, to tell DWP about any discrepancies discovered throughout the life of an HB/CTB claim.

1.332-1339

Forms sent to the wrong LA

1.340 Any forms sent to the wrong LA should be returned promptly to the sender. As good working practice, LAs may send photocopies to the correct LA.

1.341-1.349

Claimant entitled to IS/JSA

W1.350 Local DWP offices will forward to the LA forms HCTB1/NHB1A/Input Document and NHB(IS) IS DECISION/NHB(JSA) JSA DECISION, which give details of the claimant's entitlement and date of entitlement.

HB Reg 83; CTB 69

W1.351 When the claimant is an LA tenant or an owner occupier forms HCTB1/NHB1A/Input Document and NHB(IS)/NHB(JSA) together should provide enough information for the LA to assess benefit entitlement.

W1.352-W1.392

W1.352 The exceptions are when

- the claimant is a student
 - in HB claims only, there is a student non-dependant in the household, or
 - the claimant shares responsibility for rent with someone other than their partner
- Such cases will require follow-up action by the LA.

W1.353 The procedure is the same even when only one payment of IS/JSA is made.

W1.354-W1.369

Claimant not entitled to IS/JSA(IB)

W1.370 If the local DWP office decides that the claimant is not entitled to IS/JSA, it will forward to the LA forms

- HCTB1/Input Document, if appropriate, and
- NHB(IS) IS DECISION/NHB(JSA) JSA DECISION

W1.371 It will then be for the LA to ask the claimant to provide all further information which is needed to determine the HB/CTB claim. LAs may find it convenient to collect the further information on their own full HB or CTB claim form.

Date of claim

W1.372 The date of claim in these cases is the date form HCTB1/Input Document was received at the local DWP office.

HB Reg 83; CTB 69

W1.373-W1.389

HB/CTB claim form received separately from IS/JSA claim

W1.390 In a minority of cases, form HCTB1 may be sent to the local DWP office separately from the claim for IS/JSA.

W1.391 When an IS/JSA claim has already been received, but not determined, the procedure is as outlined above.

W1.392 When the claim for IS/JSA has already been determined, or if no claim for IS/JSA has been received, the relevant DWP office will forward, within two working days of receipt, forms

- HCTB1/Input Document, and
- NHB(IS) IS DECISION/NHB(JSA) JSA DECISION – Start of HB/CTB interest

Date of claim

W1.393 Where the claimant or partner is awarded IS or JSA and form HCTB1/Input Document is received within four weeks of the date on which the claim for IS/JSA was received, for HB purposes the date of claim will be the first day of entitlement to IS/JSA.

HB Reg 83; CTB Reg 69

W1.394-W1.419

Claimant already receives IS/JSA(IB)

W1.420 It is likely, in a small number of cases, that someone already receiving IS/JSA(IB) will claim HB or CTB direct from the LA. This may happen, for example, if someone becomes responsible for rent or council tax during the course of their claim to IS/JSA(IB).

W1.421 In such cases, the LA should seek confirmation from the local DWP office that IS/JSA(IB) is in payment. This can be done by

- using CIS to confirm IS/JSA(IB) is in payment, or
- obtaining confirmation in writing

W1.422 LAs will need to produce their own forms for this purpose, and a model form is shown at *Annex C* at the end of this chapter. For consistency and ease of reference, it is suggested that this form carries the reference number NHB5.

W1.423-W1.449

Claimant entitled to Pension Credit

P1.350 The Pension Service send RIS20212 decision notice clerical to notify a Pension Credit decision, see *RIS20212 report, Annex E*.

P1.351 Use the information from The Pension Service to assess HB/CTB entitlement.

Claimant entitled to Pension Credit (guarantee credit or guarantee credit and savings credit)

P1.352 If the claimant is entitled to Pension Credit (guarantee credit or guarantee credit and savings credit), all their income and capital shall be disregarded.

Claimant entitled to Pension Credit (savings credit) only

P1.353 If the claimant is entitled to Pension Credit (savings credit) only, they can claim standard HB/CTB.

P1.354-P1.369

P1.370-1.460

Claimant not entitled to Pension Credit

P1.370 If the claimant is not entitled to Pension Credit, assess their entitlement to standard HB/CTB.

Date of claim

P1.371 If the claimant is not entitled to Pension Credit, the date of claim will be the date form HCTB1(PC) is received at the LA or The Pension Service if earlier.

P1.372 - P1.419

Claimant already receives Pension Credit

P1.420 If someone already receiving Pension Credit claims HB/CTB because, eg they become responsible for rent or council tax, confirm Pension Credit is in payment

- by using CIS
- by contacting The Pension Service using locally agreed methods
- in writing from the claimant, see model form, *Annex C*

P1.421-P1.439

HB/CTB not awarded/stops

1.440 Local DWP offices can provide LA benefit sections only with that information which they need to administer the HB/CTB schemes.

HB (info) 2, CTB 92

1.441 If HB/CTB has not been awarded, or when entitlement to benefit stops, LAs must notify local DWP offices, using form NHB9. This will avoid any breach in confidentiality that might occur if local DWP offices continued to pass to LAs information about claimants who were not receiving HB/CTB. See *D3 Protection of personal information* later in this part for more information.

1.442-1.459

Follow-up action on initial claim

1.460 Forms HCTB1/HCTB1(PC)/NHB1A/Input Documents and NHB(IS)/NHB(JSA)/NHB(PC) decision notices have been designed to minimise the need for any follow-up action on the initial claim. However, it will be necessary in HB claims to ask private tenants to provide further information. It will also be necessary in a small number of other cases for the LA to seek additional information about the claimant or non-dependants.

- 1.461 In pensioner cases you may need to obtain further information, some supplementary forms have been created for specific purposes, see *A2 HCTB1(PC)* earlier in this manual.
- 1.462 To avoid the confusion that could arise if follow-up enquiries were directed to HB/CTB claimants from two different sources, and in view of the need for some follow-up action, LAs are responsible for seeking details of private tenancies.
- 1.463-1.479

Changes of circumstance

- 1.480 Under the liaison arrangements, local DWP offices provide back up procedures on changes in claimant' circumstances, including termination of the claim to IS/JSA(IB). Details of the arrangements are set out below. They should be read in conjunction with *D3 Protection of personal information* later in this part.

Changes notified to local DWP office

- 1.481 Local DWP offices will notify LAs of any changes, including those properly notified to them, which could affect eligibility for or entitlement to HB or CTB, using
- clerical form NHB6, or
 - computer-generated form NHB(IS) CHANGE OF CIRCUMSTANCES. Changes on this form will be marked with an asterisk(*), see *RIS20212 report, Annex E*
- 1.482 **Remember:** A change of address is treated as a change of circumstances for IS/JSA(IB) purposes. Claimants reporting a change of address are given form NHB1A to help protect entitlement to HB/CTB.

Changes notified to LA

- 1.483 When LAs are notified of a change of circumstances which could affect eligibility for or entitlement to IS/JSA(IB)/Pension Credit, they should inform the appropriate local DWP/The Pension Service office.
- 1.484 LAs will need to produce their own forms for this purpose, and for convenience and ease of reference it is suggested that this form should carry the reference NHB7.

Termination of IS/JSA(IB) award

- 1.485 In all relevant cases, local DWP offices will notify LAs if entitlement to IS/JSA(IB) ceases, using
- clerical form NHB8, or
 - computer-generated NHB(IS)/NHB(JSA) END OF ENTITLEMENT, see *RIS20212 report, Annex E*

1.486-1.504

1.486 The form will show the

- date the claimant was notified, and
- IS/JSA(IB) termination date.

1.487 In some cases the IS Paid To Date, sometimes written as PTD, is required. This will be included if it is known at the time the form is produced. If not provided, LAs will need to contact the local DWP office.

1.488-1.499

Providing photocopied or scanned evidence to The Pension Service

1.500 The Pension Service will, in certain circumstances, accept photocopies or scanned copies of a claimant's original documents from LAs, on condition that an LA officer has appropriately certified them as true copies.

1.501 LAs should **only** provide photocopies or scanned evidence

- in response to a change notification reported to the LA
- when asked to do so by the claimant in connection with Pension Credit entitlement

Process

1.502 The current guidance in the HB/CTB Security Manual sets out a minimum standard DWP advises LAs to take to verify HB/CTB claims. This minimum standard is accepted by Benefit Fraud Inspectorate (BFI) when inspecting LA performance, and should be maintained to ensure consistency across DWP and LAs.

Collection and recording of evidence

1.503 Only HB/CTB trained staff employed by the LA, or the contractor if the LA contracts out administration of HB/CTB, can accept and certify documents as originals.

1.504 The evidence collected on behalf of The Pension Service must be

- to support an application or change to Pension Credit entitlement
- clearly and accurately copied
- recorded to the specified standards required within the VF guidance

- 1.505 The copied evidence must show
- the originals were seen and accepted by an appropriately trained officer as being original
 - an official LA stamp
 - the identity of the officer, ie signature and name in block capitals
 - the date the officer saw the document
 - only the relevant up to date details contained in the document, eg a bank book, only the relevant page must be copied

Note: All evidence must be sent directly to the appropriate pension centre within two working days.

- 1.506 This will provide The Pension Service Decision Maker with a clear audit trail and sufficient information on which to base a decision, often reducing the necessity to carry out further checks.
- 1.507 You may find it useful to keep a record of the evidence collected in case the post goes missing and The Pension Service have to contact you for details such as the date the evidence was verified. The Pension Service will need this information because it may have an impact on the Pension Credit award start date.

1.508-1.509

Querying information provided by local DWP offices

- 1.510 LAs should contact the local DWP office liaison officer if there are questions about any aspect of an IS/JSA(IB) claim relevant to the assessment of HB, for example the
- treatment of a claimant as a boarder, or
 - validity of any information provided by DWP offices, including any queries about the notice issued by the local DWP office confirming receipt of IS/JSA(IB)
- 1.511 Form NHB5 should be used for this purpose. In many cases the reply will come as form NHB(IS) DUPLICATE FORM.

1.512-1.529

1.530-1.570

Delay in paying HB/CTB – possible hardship

1.530 LAs have a duty to make prompt payment, see *A6, Frequency of payment* earlier in this manual. When delays occur, for example because forms have gone astray, it is essential that speedy action is taken to remedy the situation and make sure hardship does not occur.

W1.531 It should be noted that local Jobcentre Plus offices have no power to pay IS or JSA in lieu of HB or CTB.

HB Reg 91; CTB Reg 77

P1.531 It should be noted that The Pension Service have no power to pay Pension Credit in lieu of HB or CTB.

1.532-1.549

Enquiries from local Jobcentre Plus offices – funeral payments

1.550 A person in receipt of HB or CTB is eligible for help through the Social Fund (SF) towards the cost of funeral payments. Those claimants who are claiming a funeral payment on the sole basis that they are in receipt of HB or CTB will be asked to provide evidence of their HB or CTB award.

1.551 The local Jobcentre Plus office will issue a form to the LA asking them to confirm receipt of HB or CTB on the date specified on the form. The LA should complete the relevant portion of the form and return it within 21 days to the local Jobcentre Plus office.

1.552-1.569

Direct payments from IS, JSA or Pension Credit

1.570 LAs should discuss the arrangements for direct payments from IS, JSA(Cont), JSA(IB) with the local DWP liaison officer and Pension Credit with the local Pension Service.

HB Reg 95

- 1.571 The Social Security (Claims and Payments) Regulations 1987 allow part of a person's IS/JSA/Pension Credit to be deducted and paid direct to a landlord in certain circumstances. For the purposes of these Regulations the term IS also covers certain other benefits if they are combined with IS. These are
- Incapacity Benefit (IB)
 - Retirement Pension (RP), and
 - Severe Disablement Allowance (SDA)
- 1.572 The term JSA(IB) also includes people who receive JSA(Cont), but who, if they did not receive this, would be entitled to JSA(IB) of the same amount.

Criteria for direct payment

- 1.573 Part of a person's weekly IS, JSA(IB) or Pension Credit may be deducted and paid direct to a landlord for rent arrears and/or service charges for fuel and water if
- Claims and Payments Reg 35 and Schedule 9 Para 5*
- the claimant has been awarded IS, JSA(IB) or Pension Credit
 - the claimant or their partner is
 - entitled to HB, and
 - in arrears with rent, and
 - there is sufficient IS, JSA(IB) or Pension Credit to allow deductions to be made
- 1.574 However, if the total deductions for all direct payments for housing and utilities, except current mortgage costs, would exceed 25% of the IS/JSA(IB)/Pension Credit applicable amount, direct payments can be made only with the claimant's consent. Not all variable service charges can be paid direct, the DWP's decision should be followed on this.
- 1.575 Direct payments will be made if the
- claimant or their partner has rent arrears of four times the full weekly rent
 - rent arrears have accrued over
 - at least eight weeks and the landlord has requested direct payment, or
 - less than eight weeks but, in the opinion of the DWP Decision Maker, it is in the overriding interests of the claimant or their family to arrange direct payments, for example because of persistent misspending, or a threat of eviction

1.576-1.599

Arrears to be counted

- 1.576 When working out if there are sufficient rent arrears to allow direct payments to be made, account will be taken of arrears of any service charges for fuel or water paid with the rent.
Claims and Payments Reg 35 and Schedule 9 paras 5 and 7; HB Reg 95
- 1.577 No account should be taken for rent arrears that have accrued due to non-payment of non-dependent deductions from HB.

Information to be provided by LA landlords

- 1.578 When an LA requests direct payments, it should provide details of the
- present total arrears
 - full weekly rent
 - weekly amount of any service charges for fuel and/or water
 - amount of any non-dependant deductions made from HB, and
 - weekly amount of arrears in at least eight separate weeks
- 1.579 A model application form R/1 is provided at *Annex G* to this chapter.

Decision on request for direct payments from IS/JSA(IB)/Pension Credit

- 1.580 When a request for direct payment has been received from an LA or other landlord, the DWP Decision Maker will
- HB Reg 95*
- decide whether the criteria for direct payments are satisfied
 - notify the landlord of the outcome, and
 - in private tenant cases, notify the LA so that it knows HB should be paid direct to the landlord, see *A6, Ongoing direct payments* earlier in this manual for more information

1.581-1.599

Priority order for deductions

- 1.600 Regulations provide that if other deductions are to be made from IS, JSA(IB) or Pension Credit, but there is not enough IS, JSA(IB) or Pension Credit to allow all deductions, the priority order will be debts for
- 1 housing
 - 2 fuel
 - 3 water, and
 - 4 CT arrears/CC arrears
- 1.601 Only three deductions at a time are allowed to recover arrears of housing, fuel, water or CT/CC from IS, JSA(IB) and Pension Credit. Usually only one deduction can be made at a time from JSA(Cont).
- 1.602 Direct payments may only be made in respect of one application for either CC or CT arrears at any one time, and applications are dealt with in chronological order.
- 1.603 In some cases, therefore, it will not be possible for deductions to be made. These include cases when the amount of IS or JSA that is being paid is less than the standard rate of deduction.

Amount to be deducted and paid direct

- 1.604 The amount to be deducted from a person's IS/JSA(IB)/Pension Credit each week and paid directly will be
- Claims and Payments Reg 35 and Scheme 9 Paras 2 5 and 5*
- **for rent arrears**, including any fuel and water charges paid with the rent, a weekly amount equal to 5% of the personal allowance for a single claimant aged 25 or over, plus if applicable
 - **for fuel and water charges**, the amount of the weekly ongoing fuel and water service charges

Minimum amount of IS, JSA(IB) or Pension Credit payable

- 1.605 The claimant must be left with a minimum weekly amount of IS/JSA(IB)/Pension Credit of at least 10 pence. If the amount of the deduction would leave the claimant with less than this, the deduction cannot be made.

Claims and Payments Reg 35 and Schedule 9 Para 5

1.606-1.610

Arrangements for payment of deductions to LAs

1.606 Payments are made quarterly under a bulk payment schedule arrangement. Local DWP offices prepare the payment schedule each quarter, containing the following in respect of each claimant

HB Reg 95

- claimant's name
- National Insurance and casepaper numbers
- number of weeks of the deduction
- weekly deduction rates
- total payment, and
- LA reference number

1.607 When schedule payments exceed £5,000 in a quarter, payment is issued from the DWP's central finance office in Norcross. Some delay may be experienced when this method of payment is used. Therefore, when a quarterly payment has exceeded £5,000, for the **next** quarter the local DWP office will make

- interim payments of 30% of the previous quarterly total at the end of each month, and
- a balancing payment at the quarter date

Circumstances when direct payments will cease

1.608 Direct payments will cease when the

HB Reg 95

- arrears are paid off, in the case of a deduction for arrears only
- ongoing service charges for fuel or water cease to be made
- claimant changes their address and landlord, or
- there is insufficient IS/JSA(IB)/Pension Credit to allow deductions to be made

1.609 The local DWP office will notify the landlord and the claimant when direct payments cease. If the claimant is a private tenant the LA will also be notified so that it knows the requirement to pay HB direct to the landlord no longer applies.

Deductions no longer needed for arrears

1.610 If deductions are no longer needed for arrears, the LA should notify the local DWP office using form R/2, shown at *Annex H* to this chapter, to make sure that deductions from the claimant's IS/JSA(IB)/Pension Credit are stopped promptly.

When deductions for on-going service charges can continue

- 1.611 When the arrears have been cleared, deductions for ongoing service charges can continue if the DWP Decision Maker considers it is in the interests of the family.

Changes of circumstance

- 1.612 To prevent any overpayment or overprovision of benefit, LAs should notify the local DWP office using form R/1, shown at *Annex G* to this chapter, as soon as possible of any changes affecting
- the claimant's rent, including a change of address or landlord, or
 - service charges for fuel or water
- 1.613 LAs should inform local DWP offices of reported changes of circumstance which could affect eligibility for, or entitlement to, IS/JSA(IB) in the normal way.

Items for which direct payment cannot be made

- 1.614 Direct payments from IS/JSA(IB)/Pension Credit cannot be made for
Claims and Payments Reg 35 and Sch 9 Para 5
- non-dependent deductions from HB, or
 - variable fuel service charges which normally alter more than twice a year
- 1.615 However, although these charges cannot be paid direct, any arrears due as a result of their non-payment should be counted when calculating whether a direct payment for rent arrears can be requested.

Hostel service charges

- 1.616 Direct payments from IS/JSA(IB)/Pension Credit may be made for hostel service charges ineligible for HB as soon as the claimant moves in. There is no requirement for arrears of hostel service charges to have arisen before direct payments can be requested.
Claims and Payments Reg 35 and Sch 9, Para 4A

Community Charge arrears

- 1.617 The Community Charges (Deductions from IS) (No 2) Regulations 1990 and the Community Charges (Deductions from IS) (Scotland) Regulations 1989, as amended, provide for the recovery of CC arrears by means of deductions from IS and direct payments to the LA.

1.618-1.623

- 1.618 An LA may apply for direct payments only after obtaining a
- liability order from a magistrate's court, in England or Wales, or
 - summary warrant or decree from a sheriff court in Scotland

Arrears that may be recovered

- 1.619 Application may be made to the local DWP office for direct payments from IS or JSA up to the full amount mentioned in the liability order/summary warrant or decree, which may include costs incurred by the LA in obtaining the order.

Applying for deductions to be made

- 1.620 Applications for direct payments should be made for each individual or couple. A model letter CC/1 is shown at *Annex 1* to this chapter. The LA's application must include the following information, which is needed to satisfy the Regulations
- name and address of the person in arrears, and of the partner if both members of a couple are in arrears and the summary warrant/decreed or liability order is in respect of both of them
 - the name and address of the LA making the application
 - date the liability order/summary warrant or decree was made
 - name **and** place of the court that issued the liability order/summary warrant or decree
 - total amount of the arrears specified in the liability order/summary warrant or decree
 - total amount that the LA wishes to recover by deductions from IS or JSA

HB Reg 95

- 1.621 In addition it may be useful to include the
- CC reference number, and
 - National Insurance Number (NINO), if known

- 1.622 LAs are not normally required to give the local DWP office a copy of the liability order/summary warrant or decree.

More information required

- 1.623 If more information is required the local DWP office will contact the LA, for example if the debtor appeals against the decision to make deductions from their IS or JSA. The local DWP office will usually need a copy of the order/summary warrant or decree to produce before the Social Security Appeal Tribunal.

Bulk applications

- 1.624 LAs intending to send bulk applications to the local DWP office should first discuss the proposal with the liaison officer and agree a timetable for action.

Rate of deduction

- 1.625 The Regulations specify
- deductions
 - may be made only from IS, and **not** from any other benefits paid with IS
 - may **not** be made from HB
 - the fixed weekly amount that may be deducted, which in the case of a
 - **single person** is 5% of the IS personal allowance for a single person aged 25 or over, and
 - **couple** is 5% of the highest IS personal allowance for a couple

Claimant receives JSA

- 1.626 These rules also apply to JSA(IB), and in this context, JSA(IB) includes people receiving contribution-based JSA (JSA(Cont)) but who, if they did not receive this, would be entitled to JSA(IB).
- 1.627 The rate of deduction from JSA(Cont) is also specified in the Regulations. The rate is one-third of the appropriate age-related personal allowance.

Decisions on applications for direct payments

- 1.628 When direct payments
- cannot be made, the local DWP office will notify the LA, or
 - can be made, the LA will be notified and the appropriate fixed amount will be deducted every week until the specified sum has been recovered or until deductions cease.
- 1.629 As with rent direct, the money recovered will be paid to the LA at quarterly intervals.

When deductions can be made

- 1.630 Deductions can only be made when the IS/JSA claimant is named in the liability order/summary warrant/decreed, and may be made at the couple rate **only** when the warrant/decreed or liability order is made against a couple, and if IS/JSA(IB) is currently being paid in respect of the two partners.

1.631-1.637

When deductions cannot be made/terminated

- 1.631 There will be some cases when deductions for CC cannot be made from IS/JSA, or they have to be terminated. These will include cases when
- there is insufficient IS or JSA in payment to
 - start the deductions, or
 - continue them following a change in the claimant's circumstances, or
 - the claimant has other deductions that have a higher priority, for example deductions to cover arrears of rent and fuel, and there is insufficient IS/JSA(IB) to make deductions

Notification of changes

Deductions no longer required

- 1.632 If direct payments are no longer required, for example, when the debt is cleared by additional payments made by the liable person, the LA should send a notification to the local DWP office to terminate deductions on the lines of model letter CC/2, shown at *Annex J* to this chapter.

Change of address

- 1.633 LAs should tell the local DWP office when a claimant or partner has changed address. If this means a reduction of the debt, LAs should notify the DWP in the same letter.
- 1.634 If the local DWP is notified of a change of address, they will notify the LA of the new address, and continue to make deductions if the new address is dealt with by the same DWP office.
- 1.635 If the change of address is dealt with by a different DWP office, they will tell the LA the
- address of the new DWP office concerned, and
 - final amount recovered. This amount will normally be included in the quarterly schedule
- 1.636 LAs must make a fresh application to the new office if they wish deductions to continue.

Claimant has CC and CT arrears

- 1.637 If a claimant has CC and CT arrears, only one deduction for either a CC debt or a CT debt can be allowed at any one time. Applications should be dealt with chronologically, and deductions for a later application for either type of debt will not be possible until the arrears on the earlier application have been cleared.

- 1.638 If a further application is received while deductions are already being made, the local DWP office will
- keep the application, and
 - notify the LA of the date the current debt is expected to be cleared
- 1.639 If the LA decides to recover the debt by some other method in the meantime, they must tell the DWP.

HB Reg 95

1.640-1.669

Council Tax arrears

- 1.670 IS, JSA(IB) or Pension Credit (guarantee credit or guarantee credit and savings credit) recipients receive 100% rebate of current CT liability, except for any non-dependent liability and for Council Water Tax in Scotland. Direct payments from IS, JSA or Pension Credit will usually only apply when arrears have arisen before a person has claimed IS, JSA or Pension Credit.
- 1.671 The Council Tax (Deductions from IS) Regulations 1993 allows LAs to apply to the local DWP office covering the liable person's current home address for deductions to be made from that person's weekly IS, JSA or Pension Credit but not from any other benefit paid with IS, JSA or Pension Credit.
- 1.672 An LA may apply for direct payments only after obtaining a
- liability order from a magistrates court, in England and Wales, or
 - summary warrant or decree from a sheriff court in Scotland

Arrears that may be recovered

- 1.673 Application may be made to the local DWP office for direct payments from IS, JSA or Pension Credit of up to the full sum mentioned in the liability order/summary warrant or decree, which may include costs incurred by the LA in obtaining the order.

1.674-1.679

Applications for deductions to be made

1.674 Applications for direct payments should be made on an individual basis, that is a separate application for each case. A model letter CT/1 is shown at *Annex K* to this chapter. The LA's application must include the following information, which is needed to satisfy the regulations

- name and address of the person in arrears
- name and address of the LA making the application
- date the liability order/warrant or decree was made
- name **and** place of the court that issued the liability order/warrant or decree
- total amount of the arrears specified in the liability order/summary warrant or decree, and
- total amount that the LA wishes to have recovered by deductions from IS or JSA

1.675 In addition it may be useful to include the

- CT reference number, and
- NINO, if known

1.676 LAs are not normally required to give the local DWP office a copy of the liability order/summary warrant or decree.

More information required

1.677 If more information is required the local DWP office will contact the LA, eg when the debtor appeals against the decision to make deductions from their IS or JSA. The local DWP office will usually need a copy of the liability order/summary warrant or decree to produce before the Social Security Appeal Tribunal.

Bulk applications

1.678 LAs intending to send bulk applications to the local DWP office should first discuss the proposal with the liaison officer and agree a timetable for action.

HB Reg 93

Rate of deduction

1.679 The Regulations specify

- deductions can be made only from IS, JSA or Pension Credit and not from any other benefits paid with IS, JSA(IB) or Pension Credit
- the fixed weekly amount that may be deducted, which is 5% of the IS or JSA(IB) personal allowance for a single person aged over 25. There is no couple rate deduction

- 1.680 Deductions can only be made if the DWP Decision Maker decides that there is sufficient IS, JSA or Pension Credit to
- cover the deduction in full, and
 - leave the claimant with at least 10p

Rate of deduction from JSA(Cont)

- 1.681 Deductions from JSA(Cont) are also specified in the Regulations. The rate of deduction is one-third of the appropriate age-related personal allowance.

Decisions on applications for direct payments

- 1.682 When direct payments
- cannot be made, the local DWP office will notify the LA
 - can be made, the LA will be notified and the appropriate fixed amount will be deducted every week until the specified sum has been recovered or until deductions cease.
- 1.683 As with rent direct, the money recovered will be paid to the LA at quarterly intervals.

When deductions cannot be made/terminated

- 1.684 There will be some cases when deductions for CT cannot be made from IS/JSA(IB)/Pension Credit, or they have to be terminated. These will include cases when
- there is insufficient IS, JSA(IB) or Pension Credit in payment to
 - start the deductions, or
 - continue them following a change in the claimant's circumstances, or
 - the claimant has other deductions that have a higher priority, for example deductions to cover arrears of rent or fuel, and there is insufficient IS/JSA(IB)/Pension Credit to make deductions

Notification of changes

Deductions no longer required

- 1.685 LAs must inform the local DWP office if deductions are no longer required, eg, if the debt is repaid in some other way. A model letter CT/2 for this purpose is at *Annex L* to this chapter.

1.686-1.999

Change of address

- 1.686 LAs should tell the local DWP office when a claimant or partner has changed address. If this means a reduction of the debt, LAs should notify the BA in the same letter.
- 1.687 If the local DWP is notified of a change of address, they will notify the LA of the new address, and continue to make deductions if the new address is dealt with by the same DWP office.
- 1.688 If the change of address is dealt with by a different DWP office, they will tell the LA the
- address of the new DWP office concerned, and
 - final amount recovered. This amount will normally be included in the quarterly schedule
- 1.689 LAs must make a fresh application to the new office if they wish deductions to continue.

1.690-1.999

Forms used in liaison between local DWP offices and LAs

Claim forms for HB/CTB – IS/JSA(IB)/Pension Credit cases

DCI 1LA	form requesting trace, confirmation or allocation of a NINO
HCTB1	claim form for HB/CTB folded into IS/JSA(IB) claim forms
HCTB1 (PC)	claim form for HB/CTB issued to pensioners
HBRR1	Housing Benefit Rapid Reclaim form
Input Document	claim form for HB/CTB for claims via the CMS
NHB1A	issued by local DWP offices and Jobcentres when a change of address is notified
NHB1-EP	claim form for extended payment of HB issued by local DWP offices

IS/JSA(IB)/Pension Credit liaison forms

NHB(IS) clerical versions	<ul style="list-style-type: none"> - RIS20212 decision notice - fixed period award payment decision notice - change of circumstances notice - end of entitlement notice
NHB(PC) clerical versions	<ul style="list-style-type: none"> - RIS20212 decision notice - fixed period award payment decision notice - change of circumstances notice - end of entitlement notice
SF211	Social Fund funeral payments
SF212	Social Fund funeral payments
NHB(JSA) clerical versions	<ul style="list-style-type: none"> - decision notice - fixed period payment decision notice - change of circumstances notice - end of entitlement notice

***NHB(IS) IS details liaison forms
(computer-generated) form headings***

IS Decision	includes nil and fixed period award payment cases
IS Decision - Start of HB/CTB interest	issued at start of HB/CTB interest during an IS claim
Change of Circumstances	
End of Entitlement	
Duplicate Form	
End of HB/CTB Claim	issued when IS continues but office advised that HB/CTB may no longer be payable

***NHB(PC) Pension Credit details liaison forms
(computer-generated) form headings***

Pension Credit Decision	includes nil and fixed period award payment cases
Pension Credit Decision - Start of HB/CTB interest	issued at start of HB/CTB interest during a Pension Credit claim
Change of Circumstances	
End of Entitlement	
Duplicate Form	
End of HB/CTB Claim	issued when Pension Credit continues but office advised that HB/CTB may no longer be payable

***NHB(JSA) JSA details liaison forms
(computer-generated) form headings***

JSA Decision	includes nil and fixed period award payment cases
JSA Decision - Start of HB/CTB interest	issued at start of HB/CTB interest during a JSA(IB) claim
Change of circumstances	
End of entitlement	
Duplicate form	
End of HB/CTB claim	issued when JSA(IB) continues but office advised that HB/CTB may no longer be payable
Revised entitlement	
Change of address and office	
Change of local DWP office	

REQUEST FOR NICS INFORMATION FROM HER MAJESTY'S REVENUE AND CUSTOMS (HMRC)

Part A - to be completed by the Local Authority.

ToFrom.....

DWP HMRC Liaison Officer..... Local Authority

.....
.....
.....
.....
.....

(complete addresses in full) Date.....

1. This information is requested in accordance with DSS Circular HB/CTB A30/2000 and BA Multi-Benefit Bulletin 24/99.

2. Details of person and information required (enter in duplicate in part B).

Surname First Names(s).....

Known as names

NINO [] [] [] [] [] [] Date of Birth /..... /.....

Address

Postcode

NICS information is required for the following tax year(s) (year) to (year)

(continue if necessary) (year) to (year)

Enter these tax years in Table 1 and 2 in Part C also.

Please explain why you need this information and what use you will make of it

.....
.....
.....
.....
.....

(NB only details in Tables 1 & 2 can be supplied - other requests will be returned unactioned by the DWP).

3. Name of LA officer (please print)

4. Signature of LA officer

For DWP use

Request approved? Yes No

If no, please state why and return this form to the Local Authority

Name of DWP officer (please print)Date.....

Signature of DWP officer

Annex B

REQUEST FOR NICS INFORMATION

Part B - to be completed by the DWP HMRC Liaison Officer.

To From

HMRC ...D.....
.....
.....
.....
.....

(complete addresses in full) Date

1. The NICS information in Part 3 is requested in accordance with Sections 121E and 122C(1) of the Social Security Administration Act 1992.
2. Details of person on which information is required *(completed by Local Authority)*

Surname First Names(s).....
Known as names

.....
NINO

--	--	--	--	--	--

Date of Birth /..... /.....

Address

Postcode

NICS information is required for the following tax year(s) (year) to (year)
(continue if necessary) (year) to (year)

Enter these tax years in Table 1 and 2 in Part C also.

This information is required by the Local Authority who will use it for

.....
.....

3. Name of DWP officer (please print)

4. Signature of DWP officer

NATIONAL INSURANCE CONTRIBUTIONS INFORMATION

Part C - for completion by HMRC.

To **From**

HMRC ...D...

(complete addresses in full) **Date**

Please complete the relevant section.

Section 1.

The NICs information requested has been provided below in Tables 1 and 2.

Table 1 - Employed earners NICs information

<i>For completion by LA</i>	<i>For completion by HMRC</i>		
Tax year	Contribution Table Letter	Gross Pay	Amount of employee NICs paid
..... (year) to (year)			
..... (year) to (year)			

Table 2 - Self-employed NICs information

<i>For completion by LA</i>	<i>For completion by HMRC</i>		
Tax year	Class 2 contributions paid	Class 4 contributions paid	Net profit on which class 4 contributions paid
.....(year) to (year)			
..... (year) to (year)			

Section 2.

We are unable to provide the information requested because

Name of HMRC Officer (please print)

Signature of HMRC Officer

Annex B

Part D - for completion by DWP HMRC Liaison Officer.

To From

Local Authority..... DWP HMRC Liaison Officer

.....
.....
.....
.....
.....

(complete addresses in full) Date

Please tick one box.

- 1. The NICs information requested has been provided by HMRC in section one of part C.

- 2. HMRC has been unable to provide the information requested for the reason stated in section two of part C.

Name of DWP officer (please print)

Signature of DWP officer

***Model form NHB5 - to seek confirmation
from DWP office of IS/JSA(IB)/Pension
Credit claim***

From

(Local Authority)

LA Reference No

Date

Tel No (incl. extn)

To (DWP)

Re: NINO/...../.....

of: IS/JSA/Pension Credit Reference No (if known)

The person named above has made a claim for Housing Benefit/Council Tax Benefit and has indicated that s/he is in receipt of Income Support/income-based Jobseekers Allowance/Pension Credit.

Please confirm by returning the attached tear-off slip.

The claim for Housing Benefit/Council Tax Benefit was received on

for Manager

For DWP use

Tear off returned date

To [LA]

From.....

Re:

(DWP.Office.Stamp).....

of

Date.....

NINO/...../.....

IS/JSA/Pension Credit Reference No.....

LA Reference No

- IS/JSA(IB)/Pension Credit awarded from
- IS/JSA(IB)/Pension Credit not awarded
- No claim received
- Date of receipt of IS/JSA(IB)/Pension Credit claim
- Other details

for Manager

Details contained on form NHB(IS)

When HB and/or CTB has been claimed, form NHB(IS) can contain some or all of the following information. It should be noted that the permutations are extensive.

On CHANGE OF CIRCUMSTANCES forms, an asterisk (*) is used to identify the change being reported.

- | | |
|---|--|
| 1. REFERENCE NUMBER | The customer's NINO displays at the top right of the form. |
| 2. BENEFIT CLAIMED | A heading to show which benefit the form refers to. If both HB/CTB have been claimed, both forms are produced. |
| 3. FORM NAME | A heading to show the type and purpose of the notification. |
| 4. CUSTOMER DETAILS | The customer's title (or requested title) and full name will display. If a 'known as' name is held, this will display instead. |
| 5. PARTNER DETAILS | The partner's title (or requested title) and full name will display. If a known as name is held, this will display instead. |
| 6. PARTNER'S NINO | Where held, the partner's NINO will display immediately under the surname. |
| 7. ADDRESS & PREVIOUS ADDRESS | The full current address, together with the address start date will display on the left. On a change of address the previous address details will display on the right. |
| 8. DATE OF BIRTH (DOB) | The dates of birth of both customer and partner. |
| 9. DATE OF IS CLAIM | The date of receipt of the claim, or the date of conversion to the IS system will display. |
| 10. DATE OF IS ENT (ENTITLEMENT) | The date IS is payable from. This field will be blank if the customer is not entitled to IS and the claim disallowed. Look at the REASON field for the reason why customer is not entitled to IS. It may also be blank if the claim was a clerical conversion but, in these circumstances, the Reason field will also be blank. |
| 11. PERIOD OF IS ENT (PERIOD OF IS ENTITLEMENT) | If a fixed period award has been identified, this field will display the first and last date of IS entitlement. |
| 12. NON-DEPS | The FULL NAME and date of birth (DOB) of each non-dependant subject to a maximum of six. If there are more than six held the form will show "More non-dependants enquire clerically". If no non-dependant details are held, the form will show "There are no non-dependant details held". |
| 13. DATE OF DEATH | The date of death of the customer or partner. |

Annex D

14. **START DATE** Each item displayed on the form will show a corresponding start or **START DT** date field. The start dates for all the fields, other than the address field and the non-dependant field, will remain blank until a relevant change affects the individual field. It will then display the start date of the change. These dates will not normally be relevant to the determination of benefit.
15. **END DATE (non-dep)** When an evidence has ended, the end date should display against the current evidence. This will cater for multiple changes in the non-dependant area. Amendments to the current non-dependant information will not be treated as the ending of evidence and the current start date will remain.
16. **END DATE** When the partner details are ended completely, the evidence and end date (**partner**) will display. When these details are amended, for example replaced by another partner, the end date will not display. In these cases the new details will display with the corresponding start date.
17. **TERMINATION DATE HB/CTB** When the local DWP office becomes aware that the claimant no longer wishes to claim HB/CTB, the indicators on ISCS are changed from YES to NO. The date of change is displayed. IS remains in payment and the date should not be treated as a termination of IS date.
18. **DATE OF IS TERMINATION** The first day of non-entitlement to IS will display, that is the day after the last day of IS entitlement.
19. **REASON FOR DISALLOWANCE OR TERMINATION** A description of the exclusion reason, or an income exceeds explanation, see *Annex E, IS disallowance and termination reasons*.

RIS20212 report

1 ADDRESS IF YOU GET IN TOUCH WITH US TELL US THIS REF No

DATE:

2 LA NAME: **3**

4 COUNCIL TAX

5 INCOME SUPPORT DETAILS

6 CUSTOMER DETAILS:

DOB

7 PARTNER DETAILS:

START DATE

END DATE

NINO

DOB

8 ADDRESS

9 PREVIOUS ADDRESS

10 START DATE

START DATE

(continued)

RIS20212 report (continued)

11 DATE OF IS CLAIM

12 DATE OF IS ENT

13 PRD OF IS ENT

TO

14 NON-DEPS FULL NAME

15 DOB

16 STRT DT

17 END DATE

18 DATE OF DEATH:

CUSTOMER

PARTNER

*RIS20212reportdataavailableforPensionCreditdecisions
made after Pension Credit A-Day*

RIS20212 report	
1 ADDRESS	
2 LA NAME:	3 LA CODE 4 COUNCIL TAX/HOUSING BENEFIT
5 PENSION CREDIT DETAILS	6 TYPE 7 START DATE 8 END DATE
9 ASSESSED INCOME PERIOD	10 START DATE 11 END DATE
12 CUSTOMER DETAILS:	
13 PARTNER DETAILS:	
14 ADDRESS	15 PREVIOUS ADDRESS
16 START DATE	17 START DATE
18 DATE OF PENSION CREDIT APPLICATION	
19 DATE OF PENSION CREDIT ENTITLEMENT	20 PERIOD OF PENSION CREDIT ENTITLEMENT
18 NON DEPENDANT DETAILS	22 STATUS 23 INCOME BAND 24 START DATE 25 END DATE
26 GROSS CAPITAL	27 TARIFF INCOME 28 OVER £16,000 Y/N
29 OCCUPATIONAL PENSION	30 AMOUNT (GROSS) 31 AMOUNT (NET)
32 OTHER INCOME	33 TYPE 34 TOTAL REC'D/ACCEPTED AMOUNT 35 DISREGARD
36 OTHER BENEFITS	37 TYPE 38 TOTAL REC'D/ACCEPTED AMOUNT 39 DISREGARD

continued

RIS20212 report continued

40 EARNINGS **41** GROSS **42** NET **43** DISREGARD

44 ASSESSED INCOME FIGURE

RIS20212 report data available for Pension Credit decisions made after Pension Credit A-Day

Key

The following details provide an overview of all the information that could appear on a RIS20212 report, some of the information will only appear in specific circumstances.

No.	Information
1	the address of the pension centre the customer is applying for Pension Credit from
2	the name of the LA where the report needs to go
3	the local office code for the LA
4	whether the customer is claiming CTB or HB
5	why the report has been produced, eg new/repeat application and whether application will be passported/non passported or EIOR figure
6	type of Pension Credit, guarantee credit/savings credit and amount if savings credit only
7	the start date of Pension Credit type
8	the end date of Pension Credit type
9	Assessed Income Period (AIP) for Pension Credit application
10	the start date of AIP
11	the end date of AIP
12	the customer's name, National Insurance Number (NINO) and date of birth
13	the partner's name, NINO and date of birth, if appropriate. Shows an end date if the change of circumstances is when the partner has left
14	the customer's current address
15	the customer's previous address
16	the start date for current address
17	the start date of previous address
18	the date of the customer's application to Pension Credit
19	the date from which the customer was entitled to Pension Credit
20	the period for which the customer was entitled to Pension Credit
21	*the full name(s) and date(s) of birth of the first six non-dependants held on ISCS
22	*the status of non-dependants

continued

Annex E

- 23 *the income band of non-dependants. The codes are
- 01 Aged 18 or over in remunerative work, gross income £101.00 - £149.99
 - 02 Aged 18 or over, gross income under £101.00
 - 03 Getting Pension Credit, IS, JSA (IB) (not boarder) – aged
 - under 25
 - 25 or over
 - 04 Youth Training (YT), full-time student, customers/partners who are blind or getting AA/DLA care component
 - 05 Boarder or in receipt of Pension Credit
 - 06 Age 18 or over in remunerative work, gross income under £150, or not working
 - 07 Age 18 or over in remunerative work, gross income £150 - £193.99
 - 08 Age 18 or over in remunerative work, gross income £194 - £257.99
 - 09 Age 18 or over in remunerative work, gross income £258 - £321.99
 - 10 Age 18 or over in remunerative work, gross income over £322
- Note:** If the claimant or partner is in receipt of AA/DLA, code **04** overrides other non-dependant codes. This information can be used in conjunction with non-dependant supplementary form to identify whether code **04** relates to the claimant, partner or non-dependant. If the non-dependant is not on Youth Training Scheme (YTS) or a full-time student, the claimant or partner must be blind or getting AA/DLA care component.
- 24 *when the non-dependant details were input on ISCS
- 25 *when the non-dependant details were deleted from ISCS
- 26 amount of gross capital held, Nil if applicable
- 27 Tariff income figure for capital, Nil if applicable
- 28 over 16,000 indicator
- 29 occupational pension customer/partner indicator
- 30 occupational pension gross amount
- 31 occupational pension net amount
- 32 other income customer/partner indicator
- 33 type of other income
- 34 other income total received and accepted amount
- 35 assessment disregard for other income
- 36 other benefits customer/partner indicator

37	type of other benefits
38	other benefits total received and accepted amount
39	assessment disregard for other benefits
40	earnings customer/partner indicator
41	earnings gross amount
42	earnings net amount
43	assessment disregard for earnings
44	assessed income figure

Note: more about the report, eg if Pension Credit has ended, this will tell you

- why Pension Credit has ended
- date payment terminated
- the first day of non-entitlement to Pension Credit
- if other benefits are in payment
- date Pension Credit paid to, if this is after the termination date

If there has been a change of circumstances, the change will be marked by an asterisk on the report and a comment message will appear there.

* Details about non-dependants will only be collected by The Pension Service when housing costs are included in the Pension Credit assessment.

Disallowance, exclusion and termination reasons

Income Support

Income exceeds requirements
Payment in lieu of notice/holiday pay
Claimant under 16
Claimant in remunerative work of 16 hours or over
Partner in remunerative work of 24 hours or over
Claimant in full-time education
Claimant's and partner's capital exceeds £8,000
Trade dispute (claim for claimant only)
Claimant and partner involved in trade dispute
16–18 in relevant education
On training course
Claimant abroad
Member of a religious order
Claimant in legal custody
Claimant not available for work
Claimant from abroad
Failure to comply with a written request to report for interview
Other
Claimant still in remunerative work
Partner still in remunerative work
No medical evidence
Defective Claim
16-17 – no eligibility
Claimant employed, on average, 16 hours or more a week
Partner employed, on average, 16 hours or more a week
Claimant claiming JSA
Customer required to be available for work
BTWB payment
Jobseeker sanctioned
Jobseeker suspended
Jobseeker disallowed
Not entitled to hardship
Capital over £16,000 (RCH/NH)

Annex F

Pension Credit

Application force archived – system generated

Application termination – system generated

Application transfer – system generated

Application withdrawn

Arrears cleared – No current deduction

Change of address

CSA request

Customer claiming JSA (IB)

Customer from abroad

Customer in legal custody

Customer is abroad

Death of a customer

Deductions cease – no other termination reason applies

Deductions cease – partner death

Defective claim

DMA Reg 18

End date, not termination

Future nil award – system generated

Insufficient Pension Credit

Member of a religious order

Other

Pension Credit ceases

Secretary of State's decision

NHB IS (Clerical) Income Support

Income Support Decision Notice

Customer's surname

Partner's surname

Customer's other names

Partner's other names

Customer's DOB

Partner's DOB

Current Address

Previous Address

Claim Details

Date of claim for IS

Date of Change

IS Awarded from

Reason for termination or non-award

No entitlement to IS

Change of Circumstances

IS ceased from

Details of Change

Non-dependant details

Surname

First Name

DOB

Pension Credit



- **Guarantee credit/savings credit – decision notice**

- **Guidance for Completing NHB(PC) Clerical Form**

The NHBPC Clerical form should be completed in all clerically maintained Pension Credit cases where a new or revised decision is made.

- **Contact Details**

Complete all fields - Remember to make sure the office stamp and the relevant Local Authority details are entered.

- **Section 1 Personal Details**

Complete all fields except

Previous Address of Customer/Partner – This should only be completed where the revised information involves a change of address

- **Section 2 Non-Dependant Details**

Complete all fields where possible

The Start Date is the date declared by the customer that the non-dependant should be included in the assessment

The End Date is the date declared by customer that the non-dependant should be excluded from the assessment

Identify in the status box if two non-dependants are a couple

- **Section 3 Application Details**

Complete all relevant fields

In date of application, insert the date the application is made

Delete non-appropriate reasons for Report Details

In the Notes Box give reasons for termination and non award, and if a conversion case insert "Conversion Pension Credit Decision Notice"

Tick appropriate box for type of award

- **Section 4 Change of Circumstances**

Only complete relevant fields where a revised decision notice is required for a change of circumstances

The remaining sections should only be completed where the guarantee credit element of Pension Credit is not payable.

NHB(PC)–Clerical 04/03

Please turn over

● **Guarantee credit/savings credit – decision notice – continued**

● **Section 5 Where guarantee credit is not payable**

All relevant fields should be completed regardless of type of decision notice.

The assumed income from capital should equal the amount of income being taken into account from capital exceeding the appropriate disregard.

● **Section 6-9 Breakdown of Income**


Complete all relevant fields

Insert "C" or "P" to indicate if Customer's or Partner's Income

The totals entered in boxes 6 – 9 should equal the assessed income figure as inserted in box 5

Please turn over

Pension Credit



The Pension Service
Part of the Department for Work and Pensions

If you get in touch with us, please tell us this reference number

Our phone number is

Code	Number	Ext
------	--------	-----

If you have a textphone, you can call on

Code	Number
------	--------

Date

● **Guarantee credit/savings credit – decision notice**

● **1. Personal details**

Customer's surname

Customer's other names

Customer's date of birth

Customer's NINO

Current address

Postcode

Partner's surname

Partner's other names

Partner's date of birth

Partner's NINO

Previous address

Postcode

2. Non-dependant details

Full Name	Status	Income Band	Start Date	End Date	Date of birth
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>	<input style="width: 100%; text-align: center;" type="text"/>

NHB(PC)–Clerical 04/03

Please turn over

● **Guarantee credit/savings credit – decision notice – continued**

● **3. Application details**

Start	Change	End	Conversion
-------	--------	-----	------------

Date of application for Pension Credit

Pension Credit awarded from

*Tick as appropriate

Guarantee credit awarded

Savings credit awarded

No entitlement to Pension Credit

Notes

Assessed income period

Assessed income period set **No**

Yes Start Date End Date

● **4. Change of circumstances**

Date of change of circumstance

Date Pension Credit ended

Change of entitlement **No**

Yes Details of change

Guarantee credit **No**

Yes

Savings credit (*) **No**

Yes

(*) Where savings credit entitlement changes please insert amount at section 6

● **5. Where guarantee credit is not payable**

Complete all fields below for net award. Complete revised fields only for change notification

Amount of savings held

Savings credit amount Revised savings credit amount

Gross capital amount Assumed income from capital

Assessed income figure Revised assessed income figure

The amount inserted in the following sections (6–9) should be weekly amounts

Please turn over

● **Guarantee credit/savings credit – decision notice – continued**

● **6. Occupational pension**

Pension source	Customer/Partner	Amount (gross)	Amount (net)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

● **7. Other income**

Customer/Partner	Type	Total received	Assessment disregard
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

● **8. Other benefits**

Customer/Partner	Type	Total received	Assessment disregard
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

● **9. Earnings**

Customer/Partner	Gross	Net	Assessment disregard
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

PROFORMA LA17 – Discrepancies found on system

Proforma LA17 for Local Authority use - discrepancies found/enquiry to DWP, for details on how to complete this proforma please see notes attached.

To DWP

Section One

Name of claimant

NINO

Address

.....
.....

DOB/...../..... Claim for HB/CTB was received on/...../.....

Partner NINO

DOB/...../.....

Housing Benefit Ref

Annex O

Section Two

This information is required for the purpose of the administration of Housing Benefit or Council Tax Benefit

Information required

Indicator set correctly? HB *YES/*NO

Indicator set correctly? CTB *YES/*NO

Sensitive Record? * YES/*NO

Officer sending request

Date/...../.....

Extension No

Local Authority Name

ID

DWP Return section

Section three

To (LA name)

.....ID.....

Name of claimant

NINO

DOB/...../.....

Address

.....
.....

Partner

NINO

DOB/...../.....

H/B Ref number.....

IS awarded from/...../.....

JSA (IB) awarded from/...../.....

JSA (C) awarded/...../.....

IS/JSA NOT awarded/...../.....

Date IS/JSA Claim made/...../..... No IS claim made (tick box if applicable)

Is claimant currently subject to sanctions? *YES/*NO

JSA "revised entitlement dates" Ongoing? *YES/*NO

Amount of weekly benefit awarded

--

Annex O

Details of any deductions
(Include start and end dates)

Remarks

Officer dealing with claim

Extension Date.....

PROFORMA LA17

This proforma is for use when discrepancies are found on the RAT system.

1. Section One is to be completed with the details of the Housing Benefit/Council Tax Benefit claim:
 - Name
 - National Insurance Number (NINO)
 - Date of birth (DOB)
 - Date of Claim for HB/CTB
 - Partner's name
 - Partner's National Insurance Number (NINO)
 - Partner's
 - Date of Birth (DOB)

2. Section Two is to be completed by the Local Authority when there are any discrepancies to that information given in Section One found on the RAT system:
 - **Information required** - discrepancies found e.g. name, date of birth etc.
 - **Officer sending request** - name of RAT user requested details
 - **Date** - date request sent to DWP
 - **For DWP use only, Section Three returned** - this is to be used by DWP once they have gathered the requested information and retained at DWP
 - **Officer dealing with claim** - this is the name of the officer sending the details back to the Local Authority

3. Section Three is used by your DWP office. This section confirms IS/JSA claim details about the claimant and any additional requested information or discrepancy found. The DWP officer's name and contact number to be included for LA contact purposes.