CIS Prompts to Local Authorities

Frequently Asked Questions

Updated 17/09/2010

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Q1 I've not received the learning material for CIS Prompts?

We have written out to the LAs to request a secure e-mail address. This is required because the material has CIS screenshots.

Please send a secure emails address (GCX/GCSX/GSE) to: HBIF Programme and we will ensure the material is e-mailed.

Q2 What number of staff require training?

Ultimately it this is at LA discretion and whatever suits LA business. The more staff that are trained the greater the chance of preventing overpayments at tax payers cost. We are asking for LAs to return numbers trained and the reason for not training all staff for DWP project assurance only.

Good practice would be that staff with LA Update role on CIS will need to know how to set/end a business interest for CIS Prompts.

Retrieval of Prompts could by done by limited staff if the LA wishes. Actioning the Prompts are not covered by Prompts training as it is business as usual for LAs.

Q3 Which Users at the LA need to complete the learning?

Any user who will set, transfer or end a business interest will need to complete the learning/guidance. It is not just for the users who will be retrieving or actioning the prompt notifications.

Q4 I cannot see the 'View Notifications' hyperlink.

There are 4 types of access to CIS – View, Update, ETD and SPO. To set, transfer or end a business interest or retrieve the prompts a user will need View and Update access. Please see your local LA CIS Administrator to arrange the correct access.
(CIS Prompts to LAs Guide Ref: 3 refers.)

Q5 What Benefits are covered by a CIS Prompt notifications?

CIS Prompts extends the range of notifications from HMRC and/or DWP benefits that would not normally generate an ETD.

CIS Prompts will be produced when CIS is informed of a change from the following benefits:

- Tax Credits

- Retirement Pensions
- Incapacity Benefit
- Disability Living Allowance
- Carer’s Allowance
- Severe Disablement Allowance
- Jobseekers Allowance (Contribution Based)
- Pension Credit Guaranteed Credit

There are no changes to the circumstances under which an ETD will be produced.

Update following reinstatement 27 July 2010 – It has been recommended that LAs use only the following notification types. New Assessments, Date of death notifications and Change of address. This will restrict the total number of prompts received, but is a more manageable approach to retrieving useful changes, especially Tax Credit changes.

Q6 How many CIS Prompts will my LA receive?

Although we will have loaded a business interest for over 6 million customers who have an HB/CTB interest there is no way of accurately calculating the number of Prompts that an individual LA will receive on any given day/week.

In theory the changes we are prompting are no more than a LA will expect to receive through normal business, it is just that they are now received the day after DWP legacy systems are updated. Overall numbers of changes should only slightly increase as these will be the changes a LA never got told about before.

Q7 Will I get an ETD and a CIS Prompt for the same customer for the same change?

There are instances where an ETD and CIS Prompt would be issued. It is recommended that LA Users complete the ETD actions prior to looking at the CIS Prompts.

Q8 Following 'go live', the CIS prompt/LA indicator has not been set for my customer, or has been set incorrectly.

Indicators could not be set where your HB/CTB data did not match the CIS customer record on NINO & DOB. Reports are issued by HBMS each month which LAs can use to target mismatched personal information.

From May 2010 it has been the LAs responsibility to set, end and maintain the LA Separate indicator for their customers. Please see the LA ID required for CIS Prompts list via the HBIFP Website for the correct codes for both CIS Prompts and ETD business interest indicators.

Q9 Can I set a business Interest for CIS Prompts for a HB/CTB customer's partner?

Yes, to ensure you can get updates for all HB/CTB customer information the business interest in **SEF131: Setting an Interest** should be set for customer partners as well.

Q10 The notification received does not contain the last letter of the NINo or the NINo suffix is missing.

The results retrieved on SEF125: View notifications does not provide a NINo suffix *(*that is, a NINo is shown AA112233 and not AA112233D*).* This is as per CIS functionality and cannot be changed.

Q11 Why do we have to use the CIS Prompt update box when we have actioned it?

The update functionality reduces the chances of duplication of work by the LA, as after a LA user checks the 'Update' radio button any further searches using the 'Unprocessed' search status will not bring up that notification again in the results.

Please see the CIS Prompts to LAs guide, ref: 5.8 and Appendix B for more detail.

Q12 Will LAs get a CIS Prompt for all benefits when up-rated?

CIS updates **will not** be received for notification of a change of award for the Primary suspect's benefits, due to yearly up-rating for the following benefits:

- Income Support
- Jobseeker's Allowance
- Employment and Support Allowance
- Incapacity Benefit
- Pension Credit
- Severe Disablement Allowance
- Maternity Allowance
- Bereavement Benefit
- Widow's Benefit
- Widowed Parent's Allowance
- Retirement Pension

CIS up-rating notifications **will** still be received for:

- Attendance Allowance
- Disability Living Allowance
- Carer's Allowance

Tax Credits do not get up-rated they are re-profiled on an individual basis and these re-profiles do generate prompts. This will prevent significant HB/CTB overpayments.

Q13 When tax credits are up-rated each year will this produce a CIS Prompt?

Tax Credits don't actually get up-rated as such. Each customer is re-profiled and this takes place over a three months period (approx) between May and August each year. A customer should inform the LA of the re-profile. The benefit to the LA is that they will receive the update much earlier than if left to the customer to inform, therefore reducing possible HB/CTB overpayments.

Q14 What format is the printer friendly version?

The page is HTML and can only be saved as HTML via the file, save as option.

Q15 Can I filter the results, such as to put in Surname order?

Unfortunately not – but we are looking to improve the system post implementation and the filter is one aspect we would be looking to incorporate. This would allow the user to put results in Surname Order, or by Date of Birth as another example. (NB: see Q16)

Q16 Can the prompts be saved in a word or excel?

Yes, the information can be copied and pasted from either screen SEF125 - View Notifications, or via the printer friendly screen. If pasted into excel you can filter the results easily.

Q17 At the moment when we try to set an interest for ETDs on CIS sometimes it will not allow this to happen and we have to notify the DWP about this. Will this occur with CIS Prompts?

The business interest for CIS Prompts is a separate interest to the ETD, therefore Prompts will not be affected by this issue.

Please note - for this ETD issue please contact LA-ST using a LAST5 form and they will be able to fix it.

Q18 We would like to know what happens when a customer goes from a non-passport benefit to a passport benefit and vice versa?

CIS Prompt indicators should be set on CIS for all HB CTB customers regardless of any DWP benefit award. So when a customer moves from non-passported to passported it is the ETD interest only that should be stopped and started as it does now. In essence changes that matter to HB CTB will be notified to LAs whether the customer is on a passported benefit or not. (See also Q2).

Q19 What are the Notification Types that may be notified, and the explanation of what the wording of the change means?

Type of change	Explanation of change
Address Notification*	**Where a non-correspondence address has been added, amended or deleted**
Change of Award	This is a change in the award, such as mobility component newly awarded for DLA where the care component was already awarded
Change of Contact Number	Where the telephone number has changed
Change of Name 1	Where there is a change to the name, either the first name, or last name. Or where there has been a change to the title, e.g. Miss to Mrs, or the requested form of address, such as Dr. or Rev.
Change of NINO	Where a NINO has been incorrect and has now been changed
Correction of Name 1 or Name 2	When a correction has been made to either names held, such as a name was misspelt, but has now been corrected
New Assessment*	**This is a change in the amount of assessed benefit, such as the addition of the carer premium.**
Removal of DOD	Where a Date of Death has been removed
Notification of DOD*	**Where a Date of Death has been notified**
Notification of Name 2	Name 2 is a ‘known as’ or ‘alias’ name. Where this has been notified and there is no previously notified Name 2 held.
Removal of Name 2	Where an end date has been added to the Name 2 record, thus removing the Name

***NB: As per the re-instatement documentation it is recommended that LA users access these notification types.**

Q20 Will I trigger more test checks when setting or viewing a CIS Prompt?

No – There is no test check triggered on screens **SEF117: Viewing an Interest, SEF125: Viewing Notification , or SEF131: Setting an Interest**. Only when an LA User accesses CIS to view customer data, as per normal and ongoing processes could a test check be triggered.

On **SEF125: View Notifications** there is ability to access account summary via the NINo hyperlink. If a user accesses customers records via this link they can be test checked.

Q21 If we get an ETD(/CIS prompt) from DWP notifying us that IS/JSA(IB)/ESA(IB) or Pension Credit has ended can we make a decision to end the passported HB/CTB claim at that point?

If the information provided means that there is no longer entitlement to HB/CTB, for example the customer has died or moved away from the area, a superseding decision could be made to end the award. Where the customer's circumstances are not clear or it is known the customer has started work the LA must make further enquiries before making a decision. The count of the processing time starts when you receive notification of the cessation of the other income-related benefit. The count will then end when you are either able to give a decision regarding any ongoing entitlement or you decide to terminate the claim because the customer has not provided you with any information.

Q22 With the recent introduction of CIS Prompts, which source code should we use in Field 254 of the Single HB Extract to record work undertaken on the prompts?

Use Option '10 = LA activity other (diary date prompt etc)' to capture any change(s) arising from actioning the CIS prompts. From April 2011 we are proposing to introduce an additional source option in Field 254 of the Single HB Extract specifically for CIS prompts.

See HB Direct Issue 104 August 2010 for more detail.

Q23 Should we be recording one change event when an extended payment is awarded, and then another when the customer moves to in-work benefit?

A superseding decision is needed to award the extended payment so this should be included in the indicator and the count of the processing time would start from when the ETD/CIS Prompt is first retrievable. A second change event would then be counted for the right time indicator when the customer moves onto in-work benefit or the claim is terminated. If the customer does move onto in-work benefit the count of the processing time for the change event would begin on receipt of the in-work claim form/evidence and would end when the superseding decision is made

Q24 If an ETD report or CIS Prompt notification is received stating that a customer's IS/JSA(IB)/ESA(IB) has ceased, when does the processing time start and end?

The count of the processing time would start on receipt of the ETD/CIS Prompt and end when the LA is either able to give a decision regarding ongoing entitlement or a decision is made to terminate the claim (following the one month suspension period) because the customer has not provided any information after a request for further information.

Q25 What will be the classification for any potential overpayments arising from LA failure to action a CIS Prompts?

CIS prompts are no different to ETDs. The customer still has a duty to report changes of circumstances that they might reasonably know might affect their benefit entitlement. There are only two exceptions to this, which are customers who are also in receipt of pension credit and customers reporting they have started work using the In and Out of Work processes. Therefore, just because an LA has received a CIS prompt does not relieve the customer of their duty to report the change to the LA. If they do not do so, they are contributing to the overpayment and therefore the overpayment cannot be classified as an official error. It would normally be classified as claimant error, although in some cases it could be Fraud or 'Other'.

CIS prompts are, as their name suggests, a prompt for the LA to look into something further. They do not give all the information needed to process a change. The only time an overpayment could be classified as an LA official error is if no other information was needed and therefore from that point the customer would not be contributing to the overpayment

If you need more detail on this FAQ please contact the HB/CTB Overpayments Policy team - Jane.Autherson@dwp.gsi.gov.uk T: 0113 232 7755

Q26 During the period initial period of CIS Prompts Implementation (26 April to and including suspension period) how are the Key Performance Indicators (KPIs) affected?

They are not. During the period 26 April 2010 to suspension (30 April 2010), any change actioned by LAs as a result of a CIS Prompt notification will count towards the Performance Indicators in the normal way. From the date of suspension until CIS Prompts are re-launched, any changes actioned by the LAs would be notified by means other than CIS Prompts and should be actioned and recorded on the Single HB Extract as appropriate. There should be no effect on LAs' performance.

Update following re-instatement 27 July 2010 – The use of CIS Prompts is still optional following re-instatement, and therefore the above statement is still in effect.

Q27 Can the LA set an interest for CIS alerts for non-dependant income? Non-deps starting work after periods on JSA cause large overpayments that we could prevent via alerts when they are operational.

Non dep dependant are not covered by prompts or ATLAS. The non dep does not have a HB or CTB claim in their own right therefore they can't get prompts.

Q28 Do I need to keep the LA Separate Indicator up to date? Even though as an LA we have decided not to use CIS Prompts at the moment?

Yes, the LA Separate indicator, like the ETD Local Authority indicator needs to be kept up to date. The LA should add an indicator for a new HB/CTB interest, as well as transfer the interest when a customer moves and end the interest as appropriate. This will ensure that:

- if the LA does decide to utilise CIS Prompts all notifications received will be relevant and required; and

- the solution for ATLAS is to use the Local Authority Separate Interest to automatically update the LAs back End systems.