

# Housing Benefit and Council Tax Benefit

## General Information Bulletin

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<http://www.dwp.gov.uk/local-authority-staff/housing-benefit/>

**HB/CTB G14/2009**

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<b>Contact</b>	Queries about the <ul style="list-style-type: none"><li>• <b>technical content of this bulletin</b>, contact details are given at the end of each article</li><li>• <b>distribution of this bulletin</b>, contact Corporate Document Services Ltd Orderline<ul style="list-style-type: none"><li>- Email: <a href="mailto:orderline@cds.co.uk">orderline@cds.co.uk</a></li></ul></li><li>• <b>bulletin in general</b>, contact Kath Murphy<ul style="list-style-type: none"><li>- Email: <a href="mailto:Kath.Murphy@dwp.gsi.gov.uk">Kath.Murphy@dwp.gsi.gov.uk</a></li></ul></li></ul>
<b>Who should read</b>	All Housing Benefit (HB) and Council Tax Benefit (CTB) staff
<b>Action</b>	For information

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## Suspicious of Benefit Fraud involving the Netherlands

- 1 A Memorandum of Understanding (MoU) on closer co-operation to combat benefit fraud in social security and social assistance was signed between Aart Jan de Geus the Dutch Minister and Andrew Smith DWP Secretary of State on 25 February 2004. The MOU membership also covers Northern Ireland.
- 2 The MOU is made under the powers in Social Security Administration Act 1992 s.179A (GB); Social Security Administration (Northern Ireland) Act 1992 s.155A (NI); Coördinatiewet; Werknemersverzekeringen; Volksverzekeringen; Wet Werk en Bijstand; Wet SUWI.
- 3 Under the arrangements of the MOU the agents of each party to the Memorandum are required to co-operate and assist each other by exchanging information; providing assistance with specific investigations and enquiries as permitted by respective domestic law. This will include information about individuals requested from one party to the other.
- 4 Revised forms to help with these exchanges have been recently agreed by the UK and the Netherlands. Copies of these forms are attached at *Appendix A* and *B*, sent as a separate attachment to this bulletin.
- 5 Requests to the Netherlands must be made on the revised form and sent by email or fax to DWP Fraud Investigation Service National Disclosure Unit (Folkestone), FIS NDU (F). Emails should be sent to [rosemary.walters@jobcentreplus.gsi.gov.uk](mailto:rosemary.walters@jobcentreplus.gsi.gov.uk). Responses from the Netherlands will normally be returned within 10 working days to the NDU who will pass information to local authorities (LAs).
- 6 Currently only a few LAs make requests and this article aims to increase awareness of this service which should be used where there is a suspicion of benefit fraud involving Dutch social security agencies. The Dutch will be able to provide information on benefits, date of claim, duration, type of benefit, place of residence, income etc.

## Electronic Transfer of HB/CTB Claim Data to LAs Project (e-Transfer Project) National Rollout

### Introduction

- 7 In HB/CTB G10/2009, the e-Transfer project advised that the first stage of national rollout would commence in July 2009. 28 LAs were to be e-enabled, providing electronic LA Input Documents (LAIDs) from their associated Jobcentre Plus offices.

## National Rollout

- 8 The e-Transfers project and Government Connect have a commitment to ensure a smooth transition to the new process and to ensure minimum impact on the business.
- 9 Due to some minor technical issues affecting the Data Transfer Application (DTA) service we have temporarily postponed e-enablement rollout to allow these issues to be resolved.
- 10 We expect the postponement to only be for a short time and aim to recommence e-enablement rollout in September. A further update will be provided in the next bulletin.

## Electronic LACI

- 11 HB/CTB G13/2009 informed of plans to introduce the electronic transfer of the LA Claim Information (LACI) document. The LACI will be transferred from the Pension, Disability and Carer's Service.
- 12 Testing of the e-LACI is still in progress and it is now planned to roll out to the initial three LAs this month with the remaining Phase 1 pilot LAs two weeks later.
- 13 Rollout to all the remaining LAs will be conducted, where possible, in tandem with the national e-LAID rollout.

## Communications

- 14 Communications from the project to LAs will be through the Single Point of Contact (SPOC) who will liaise with their IT team contacts. (Government Connect will contact IT sections directly regarding the DTA installation requirements).
- 15 Government Connect will notify the project when a DTA has been successfully installed. The e-Transfer project team will then provide the nominated LA SPOC with the LA e-enablement date, which is usually three weeks after confirmation that the DTA is working successfully.
- 16 In addition, the LA will receive a 'readiness checklist' which is returned to the project the week before their e-enablement date, and a 'Go live pro-forma' is completed after the LA has gone live.
- 17 Please continue to work with Government Connect to complete the installation and testing of the DTA service.

## Contact

- 18 If you have a query about this subject, please e-mail the project at [QH.HBINFLOWSPROGRAMME@DWP.GSI.GOV.UK](mailto:QH.HBINFLOWSPROGRAMME@DWP.GSI.GOV.UK)

## Current HB/CTB Circulars

- 19 Following the issue of HB/CTB Guidance Manual, Amendment 19, the current 'A' circulars are listed in the table below.

Number	Subject
A17/2006 A17/2006 (Revised)	Targeting working age cases to reduce fraud and error in HB/CTB Reissued as A17/2006 (Revised)
A20/2006	Changes to Security Performance Measures
A13/2007	Details of the intended distribution of data collection modernisation funding
A2/2008	HB/CTB Performance Indicators from April 2008
A3/2008	Recovery from customers who have been declared bankrupt
A4/2008	HB/CTB Right Benefit Performance Indicator from April 2008
A5/2008	Guidance on completion of the Single HB Extract fields for the derivation of the performance data for the 'Right Time' and 'Right Benefit' indicators
A9/2008	Housing Benefit Data Service (HBDS) Timetable and process for the extraction and transfer of the Single HB Extract for 2008/09
A10/2008	Additional information for LAs on the 2008/09 HB/CTB Right Benefit and Right Time Performance Indicators and Comprehensive Performance Assessment 2008
A13/2008	Housing Benefit database and matching Service (HBMS) timetable and process for the return of Stats 124s 2007/08
A17/2008	Housing Benefit Data Service (HBDS) Timetable and revised process for transfer of the Housing benefit Recoveries and Fraud Return (HBRF) for 2008/09
A19/2008	Better of in Work Credit pilot
A23/2008	2008/09 HB/CTB Right Benefit and Right Time Performance Indicators and Publication of Performance Data and HB Recoveries and Fraud
A24/2008	Amendments to the HB Overpayments and Excess CTB Regulations, which include changes to the provisions relating to 'recovery from a partner' Introduction of a new overpayments subsidy classification called 'Administrative delay' Changes to the definition of a Fraud overpayment in the Subsidy Order
A26/2008	Guidance to LAs on the In and Out of Work Processes and The Housing Benefit and Council Tax Benefit (Amendment) (No. 3) Regulations 2008 SI No 2987
A28/2008	Revised process for the transfer of the Housing Benefit Recoveries and Fraud (HBRF) Return from 1 January 2009 (Quarter 3 2008/09 onwards)
A3/2009	2008/09 HB/CTB Right Time Performance Indicator : Update for LAs
A5/2009	Sale and rent back arrangements

A7/2009	Data Take On and Processing Schedule (DTOPS) for the extraction and transfer of Housing Benefit Matching Service (HBMS) and Single Housing Benefit Extract (SHBE) data for 2009/10
A8/2009	2009/10 HB/CTB Right Benefit Performance Indicator - Update for Local Authorities (LAs)
A9/2009	Further amendments to HB/CTB to take account of the introduction of Employment and Support Allowance – SI 2009/583
A10/2009	The Social Security (Use of Information for Housing Benefit and Welfare Services Purposes) Regulations 2008
A11/2009	Dealing with changes in circumstances
A12/2009	The Social Security (Miscellaneous Amendments) Regulations 2009 (No 583) The introduction of the Self-Employment Credit
A13/2009	2009/10 Single HB Extract – Guidance for Local Authorities (LAs)
A14/2009	Process for the transfer of the Housing Benefit Recoveries & Fraud (HBRF) Return from 1 June 2009 (Quarter 1 2009/10 onwards)

20      You may destroy all other HB/CTB A circulars, but we recommend you keep at least one copy of each for reference purposes.