

# Housing Benefit and Council Tax Benefit

## General Information Bulletin

Department for Work and Pensions, The Adelphi, 1 - 11 John Adam Street, London WC2N 6HT  
<http://www.dwp.gov.uk/housingbenefit/>

**HB/CTB G16/2007**

**8 October 2007**

<b>Contact</b>	Queries about the <ul style="list-style-type: none"><li>• <b>technical content of this bulletin</b>, contact details are shown at the end of each section</li><li>• <b>distribution of this bulletin</b>, contact Corporate Document Services Ltd Orderline<ul style="list-style-type: none"><li>- Tel: 0113 399 4040</li><li>- Fax: 0113 399 4205</li><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>- <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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## The single HB Extract - the new name for the merged HBSD/IAD and HBMS Scans

- 1 You should have already seen articles that have previously been published in HB/CTB General Bulletin G15/2007 and the latest issues of HB Direct and moreDirect, but we are repeating this information to ensure that as many staff as possible within local authorities (LAs) are aware of the changes.
- 2 The requirements for the April 2008 specification of the single HB Extract have now been finalised and are available on the Stop Press section of our website – [www.knowledgenetwork.gov.uk/hbds](http://www.knowledgenetwork.gov.uk/hbds).
- 3 This specification brings together the HBSD/IAD and HBMS Scans into one single extract. Therefore, from April 2008 onwards, this single HB Extract will be the main source of Housing Benefit and Council Tax Benefit (HB/CTB) administrative data and data match referrals.
- 4 This means that with the introduction of a new performance framework from April next year, this extract will be the sole data source used by DWP to monitor the performance of LAs. Overpayment recovery and fraud investigation information, not included on the single extract at this time, will be collected separately via the new HBRF Return.
- 5 The single extract will also be used as the source of the data match referrals that DWP provides to LAs. Until we are sure we are able to create accurate referrals from the single extract we will retain the HBMS scan for a short time after April 2008.

### Queries

- 6 If you have any queries or would like further information please contact Jan Ripley  
Email: [jan.ripley@dwp.gsi.gov.uk](mailto:jan.ripley@dwp.gsi.gov.uk)

## HB/CTB Performance Standards - Performance Measure 10 (PM10)

- 7 HB Direct issue 70 alerted you to a fix that we have introduced for LAs whose HBMS scan has coincided with a rent-free period. The fix will enable us to pick up, in the subsequent extract, any genuine reductions identified by the LA on claims where adjustments have been made when there has been a rent-free period. This will give more accurate performance data against the measure. The following paragraphs explain in greater detail the effect of this fix.
- 8 General Bulletin G11/2007 described how we estimate figures when an extract seems to show an exceptionally high number of reductions, for example when LAs implement mass rent changes or operate rent free weeks.

- 9 We have been working to improve these estimates and have identified and implemented a fix to the computer code used to monitor the reductions achieved which is able to recognise the occasions when a HBMS extract was produced during a week when a particular tenancy type was given a rent-free period. The computer code then replaces the benefit entitlement of all the customers within that tenancy type on that extract with the entitlement that they were shown to have on the previous extract.
- 10 Prior to the fix, when LAs have run HBMS extracts during rent free periods, the
- resulting number of reductions to entitlement will appear artificially inflated on that month's HBMS extract, and
  - number of reductions on the subsequent month's extract may appear lower than was actually the case as genuine reductions in entitlement would not be apparent
- 11 The consequences of the fix are that any genuine reductions in entitlement which occurred for those customers during a rent free period will now be picked up on the subsequent extract.
- 12 As a result of implementing the fix, the
- published reductions for the extract produced during the rent-free period may now appear to be lower than previously published on HoBOD, and
  - reductions for the subsequent extract may now appear to be higher than previously published
- 13 The table below sets out the impact of the fix on previously published HoBOD figures.

<b>Extract Month</b>	<b>HoBOD - prior to fix</b>	<b>HoBOD - after fix</b>
X	LA reported figures published	No change to previously published figures <sup>#</sup>
Y (extract which includes the rent free weeks)	LA reported figures replaced with an estimate	Previously estimated figure replaced with figure produced from fix
Z	LA reported figures published	Previously published figures may now appear higher

<sup>#</sup> Any downward changes to this figure will not be as a result of the fix but would be for other reasons, eg suspended cases which do not count towards PM10.

- 14 Please note that only those LAs who have run a scan during a rent free period will be affected by this fix. We have explored the option of moving the HBMS scan date to avoid rent free periods altogether but, because of logistical and contractual arrangements, this is not an option.

## Queries

- 15 Having read this guidance, please direct any queries it has raised to the following email box - [Performance-Framework@dwp.gsi.gov.uk](mailto:Performance-Framework@dwp.gsi.gov.uk)

# Housing Benefit and Council Tax Benefit Statistical Returns

## A new service for local authorities

- 16 Up to date information on the completion and return of clerical HB/CTB Management Information Returns will now appear in the Stop Press section of our website by accessing [www.knowledgenetwork.gov.uk/hbds](http://www.knowledgenetwork.gov.uk/hbds).
- 17 As a specific return becomes due LAs will find information clearly detailed in the Stop Press section of our website on the
- period of the return
  - extraction date, and
  - deadline for the return
- 18 Messages will appear each week within the return period to highlight the deadline. Currently details of Quarter 2 of Stats 124 are displayed.
- 19 To ensure your data is processed and published the department must receive it before the end of the four-week return period. If you are returning data close to the deadline we are unlikely to receive it in time if you use the usual Royal Mail route. In these circumstances you should consider an alternative method such as email ([hbdataservice@dwp.gsi.gov.uk](mailto:hbdataservice@dwp.gsi.gov.uk)) or fax (0191 225 3193). During the final week of a return the website will prompt you to consider this and will publish the email address and fax number.
- 20 We hope this will help you ensure your returns are received in time to be published and, when appropriate, included in your Chief Executive's pen pictures.
- 21 Access the website today and see reminder details for Stats124 Quarter 2.

## Queries

- 22 For further information and queries please contact Jan Ripley  
Email: [jan.ripley@dwp.gsi.gov.uk](mailto:jan.ripley@dwp.gsi.gov.uk)

## Change in postal procedures for Two Strikes sanctions and prosecutions

23 This item was first published in HB Direct issue 70 but is being repeated in this bulletin to ensure that these changes are brought to the attention of all staff.

24 The post opening services for the recording of sanctions and prosecutions and the checks for previous offences has been centralised.

25 As from 1 October 2007 LAs should post requests to

**Two Strikes Central Team**  
Freepost RRLB – SRSA – EKSR  
Jobcentre Plus  
**Rochdale Newgate** Jobcentre  
Pittman Way  
PRESTON  
PR11 2BT

26 Please note: **C PEN** requests for previous offences are sent to the above address and must include a pre paid self addressed envelope.

27 Notifications for previous Cautions, Administrative Penalties & Prosecutions (**WIB4a**) should be sent to the Two Strikes Team using the above address.

28 **NB:** Form **WIB4b** notifications should be sent to

Dave Mason  
HBDS  
INFD  
DWP RM BP5201  
Benton Park View  
Newcastle Upon Tyne  
NE98 1YX

### Queries

29 For further information please contact [james.ablewhite@dwpgsi.gov.uk](mailto:james.ablewhite@dwpgsi.gov.uk)

## Contact details for subject areas within HB/CTB

Subject area	Name	Contact details
Main Switchboard (Adelphi)		0220 7962 8000
Administration Subsidy	Tara Taggart	020 7712 2312 <a href="mailto:tara.taggart@dwp.gsi.gov.uk">tara.taggart@dwp.gsi.gov.uk</a>
Backdating	Sabby Mahal-Riordan	020 7962 8508 <a href="mailto:sabby.riordan@dwp.gsi.gov.uk">sabby.riordan@dwp.gsi.gov.uk</a>
Benefit Subsidy		
General Subsidy queries	Dave Marley	020 7962 8393 <a href="mailto:Dave.Marley@dwp.gsi.gov.uk">Dave.Marley@dwp.gsi.gov.uk</a>
Non HRA rent rebate	Dave Marley	
Subsidy for backdated claims	Dave Marley	
Subsidy for discretionary local schemes	Dave Marley	
Subsidy for LA error overpayments	Dave Marley	
Benefit subsidy transitional protection	Dave Marley	
Rent rebate subsidy limitation	Tara Taggart	020 7712 2312 <a href="mailto:tara.taggart@dwp.gsi.gov.uk">tara.taggart@dwp.gsi.gov.uk</a>
Discretionary Housing	Tara Taggart	
Payments – funding and allocation	Aeon Channer	020 7712 2050 <a href="mailto:aeon.channer@dwp.gsi.gov.uk">aeon.channer@dwp.gsi.gov.uk</a>
Best Value Performance Indicators (BVPIs)	Louise Hughes	020 7712 2577 <a href="mailto:Performance-Framework@dwp.gsi.gov.uk">Performance-Framework@dwp.gsi.gov.uk</a>
Policy on powers of inspection and direction of HB services.	Barry Dennett	020 7712 2223 <a href="mailto:Barry.Dennett@dwp.gsi.gov.uk">Barry.Dennett@dwp.gsi.gov.uk</a>
Lead on local Government efficiency agenda.	Darren Baker	020 7962 8825 <a href="mailto:Darren.Baker1@dwp.gsi.gov.uk">Darren.Baker1@dwp.gsi.gov.uk</a>
	Angela Mulligan	020 7712 2159 <a href="mailto:Angela.Mulligan@dwp.gsi.gov.uk">Angela.Mulligan@dwp.gsi.gov.uk</a>

<b>Subject area</b>	<b>Name</b>	<b>Contact details</b>
BFI inspection reports - Security	Andy Munro	020 7712 2049 <a href="mailto:andy.munro@dwp.gsi.gov.uk">andy.munro@dwp.gsi.gov.uk</a>
BFI inspection reports - Claim Processing	Tony Withers	020 7712 2326 <a href="mailto:tony.withers@dwp.gsi.gov.uk">tony.withers@dwp.gsi.gov.uk</a>
Change of circumstances (Regulations)	Jahnara Begum	020 7962 8313 <a href="mailto:Jahnara.Begum@dwp.gsi.gov.uk">Jahnara.Begum@dwp.gsi.gov.uk</a>
Child Support/Maintenance	Tony Browne	020 7962 8584 <a href="mailto:Tony.Browne@dwp.gsi.gov.uk">Tony.Browne@dwp.gsi.gov.uk</a>
HB/CTB Bulletins and Circular Distribution	CDS Orderline	0113 399 4040 <a href="mailto:orderline@cds.co.uk">orderline@cds.co.uk</a>
HB/CTB Circulars - Backdated copies	Tony Oldman	020 7712 2388 <a href="mailto:tony.oldman@dwp.gsi.gov.uk">tony.oldman@dwp.gsi.gov.uk</a>
Claim Forms	Jason Barrett	020 7962 8631 <a href="mailto:Jason.Barrett@dwp.gsi.gov.uk">Jason.Barrett@dwp.gsi.gov.uk</a>
Claims and Payments	Sabby Mahal-Riordan	020 7962 8508 <a href="mailto:sabby.riordan@dwp.gsi.gov.uk">sabby.riordan@dwp.gsi.gov.uk</a>
Customer Management System (CMS)	Brian Brighthouse Sheena Parker	FAQs and contact details can be found on the website at <a href="http://www.dwp.gov.uk/housingbenefit/cms/">http://www.dwp.gov.uk/housingbenefit/cms/</a> email: <a href="mailto:HBSDMP.WWEG@dwp.gsi.gov.uk">HBSDMP.WWEG@dwp.gsi.gov.uk</a>
HB/CTB Data Protection Issues	Jason Barrett	020 7962 8631 <a href="mailto:Jason.Barrett@dwp.gsi.gov.uk">Jason.Barrett@dwp.gsi.gov.uk</a>
Decisions and Appeals	ACI Division	<a href="mailto:ACI-Office-Support-Leeds@dwp.gsi.gov.uk">ACI-Office-Support-Leeds@dwp.gsi.gov.uk</a> Fax: 0113 232 4841
Discretionary Housing Payments - Policy	Dave Jones	020 7962 8313 <a href="mailto:Dave.Jones@dwp.gsi.gov.uk">Dave.Jones@dwp.gsi.gov.uk</a>
Employment and Support Allowance and interaction with HB/CTB	Christine Watkins	<a href="mailto:Christine.Watkins@dwp.gsi.gov.uk">Christine.Watkins@dwp.gsi.gov.uk</a>
Extended Payments - HB/CTB	Phillipa Fallowfield	<a href="mailto:Phillipa.Fallowfield@dwp.gsi.gov.uk">Phillipa.Fallowfield@dwp.gsi.gov.uk</a>
Fraud and error policy and procedures	Fraud and error policy team	<a href="mailto:fraud-error-policy@dwp.gsi.gov.uk">fraud-error-policy@dwp.gsi.gov.uk</a>

<b>Subject area</b>	<b>Name</b>	<b>Contact details</b>
Fraud Referral and Intervention Management System (FRAIMS)	James Ablewhite	020 7712 2426 <a href="mailto:James.Ablewhite@dwp.gsi.gov.uk">James.Ablewhite@dwp.gsi.gov.uk</a>
Gender Recognition and HB/CTB Civil Partnerships and HB/CTB	Christie Dennehy	020 7962 8292 <a href="mailto:Christie.Dennehy@dwp.gsi.gov.uk">Christie.Dennehy@dwp.gsi.gov.uk</a>
HB/CTB Guidance Manual Updates	John Kennett	<a href="mailto:john.kennett@dwp.gsi.gov.uk">john.kennett@dwp.gsi.gov.uk</a>
Housing Benefit Direct newsletter (content)	Kath Murphy	020 7962 8540 <a href="mailto:Kath.Murphy@dwp.gsi.gov.uk">Kath.Murphy@dwp.gsi.gov.uk</a>
Distribution	CDS Orderline	0113 399 4040 <a href="mailto:orderline@cds.co.uk">orderline@cds.co.uk</a>
Howell Opinion	Graham Dove	020 7712 2128 <a href="mailto:graham.dove@dwp.gsi.gov.uk">graham.dove@dwp.gsi.gov.uk</a>
Income and Capital - including earnings and War Pension local scheme (but not student income/capital) Self-employed income/earnings	Richard Metcalfe	020 7962 8313 <a href="mailto:richard.metcalfe@dwp.gsi.gov.uk">richard.metcalfe@dwp.gsi.gov.uk</a>
Income/capital - students	Jahnara Begum	020 7962 8313 <a href="mailto:Jahnara.Begum@dwp.gsi.gov.uk">Jahnara.Begum@dwp.gsi.gov.uk</a>
Information Exchange with LAs	Jason Barrett	020 7962 8631 <a href="mailto:Jason.Barrett@dwp.gsi.gov.uk">Jason.Barrett@dwp.gsi.gov.uk</a>
IT links between DWP/Local Authorities	Wayne Norfolk	0113 2519012 <a href="mailto:wayne.norfolk@dwp.gsi.gov.uk">wayne.norfolk@dwp.gsi.gov.uk</a>
DWP/LAA Steering Group	Mont Goldman	<a href="mailto:mont.goldman@dwp.gsi.gov.uk">mont.goldman@dwp.gsi.gov.uk</a>
LA/Jobcentre Plus Liaison (including process changes e.g. SOM V2)	Colin Heward	0121 626 3156 <a href="mailto:HBSDMP.WWEG@dwp.gsi.gov.uk">HBSDMP.WWEG@dwp.gsi.gov.uk</a>



<b>Subject area</b>	<b>Name</b>	<b>Contact details</b>
MIS Data Collection (100% HBSDIAD scan)	Leigh Armstrong Housing Benefit Data Service Information Directorate	0191 2257035 <a href="mailto:Leigh.Armstrong@dwp.gsi.gov.uk">Leigh.Armstrong@dwp.gsi.gov.uk</a>
Membership of the family - HB/CTB	Phillipa Fallowfield	<a href="mailto:Phillipa.Fallowfield@dwp.gsi.gov.uk">Phillipa.Fallowfield@dwp.gsi.gov.uk</a>
Mortgage Interest run on/52 week linking  IS/JSA for housing costs on mortgage interest	Phillipa Fallowfield	<a href="mailto:Phillipa.Fallowfield@dwp.gsi.gov.uk">Phillipa.Fallowfield@dwp.gsi.gov.uk</a>
NFI	Graham Dove	020 7712 2128 <a href="mailto:Graham.Dove@dwp.gsi.gov.uk">Graham.Dove@dwp.gsi.gov.uk</a>
Non-Dependant Deductions - in IS/JSA/SPC and HB/CTB	Phillipa Fallowfield	<a href="mailto:Phillipa.Fallowfield@dwp.gsi.gov.uk">Phillipa.Fallowfield@dwp.gsi.gov.uk</a>
HB/CTB Overpayments Policy Issues and Ministerial Correspondence	Jane Autherson	Housing Benefit Strategy Division Room 3S25 Quarry House Quarry Hill Leeds LS2 7UA  Tel: 0113 232 7755 Fax: 0113 232 4177 <a href="mailto:Jane.Autherson@dwp.gsi.gov.uk">Jane.Autherson@dwp.gsi.gov.uk</a>
Pension Credit and interaction with HB/CTB.	Christine Watkins	<a href="mailto:Christine.Watkins@dwp.gsi.gov.uk">Christine.Watkins@dwp.gsi.gov.uk</a>
Performance Standards Fund	Performance Standards Team	020 7962 8080 <a href="mailto:housing-support-standards@dwp.gsi.gov.uk">housing-support-standards@dwp.gsi.gov.uk</a>
Performance Standards and self-assessments	Louise Hughes	020 7712 2577 <a href="mailto:performance-framework@dwp.gsi.gov.uk">performance-framework@dwp.gsi.gov.uk</a>
Personal Allowances & Premiums	Jahnara Begum	020 7962 8313 <a href="mailto:Jahnara.Begum@dwp.gsi.gov.uk">Jahnara.Begum@dwp.gsi.gov.uk</a>
People from abroad and asylum seekers	Ursula Brennan	020 7962 8358 <a href="mailto:Ursula.a.brennan@dwp.gsi.gov.uk">Ursula.a.brennan@dwp.gsi.gov.uk</a>
Practitioners Operations Group (POG)	Sabby Mahal-Riordan	020 7962 8508 <a href="mailto:sabby.riordan@dwp.gsi.gov.uk">sabby.riordan@dwp.gsi.gov.uk</a>

Subject area	Name	Contact details
Quarterly performance monitoring – Claims processing	Tony Withers	020 7712 2326 <a href="mailto:Tony.Withers@dwp.gsi.gov.uk">Tony.Withers@dwp.gsi.gov.uk</a>
Quarterly performance monitoring – Security	Jane Perfect	020 7962 8296 <a href="mailto:jane.perfect@dwp.gsi.gov.uk">jane.perfect@dwp.gsi.gov.uk</a>
HB/CTB Rapid Reclaim	Sabby Mahal-Riordan	020 7962 8508 <a href="mailto:sabby.riordan@dwp.gsi.gov.uk">sabby.riordan@dwp.gsi.gov.uk</a>
Rent Rent liability Rent officer referral Rent rules including old scheme/new scheme Eligible/ineligible service charges	Dave Jones	020 7962 8313 <a href="mailto:Dave.Jones@dwp.gsi.gov.uk">Dave.Jones@dwp.gsi.gov.uk</a>
Royal Mail Do Not Re-direct	James Ablewhite	020 7712 426 <a href="mailto:James.Ablewhite@dwp.gsi.gov.uk">James.Ablewhite@dwp.gsi.gov.uk</a>
2 <sup>nd</sup> Adult Rebate	Christie Dennehy	020 7962 8292 <a href="mailto:christie.dennehy@dwp.gsi.gov.uk">christie.dennehy@dwp.gsi.gov.uk</a>
Students		Please note there is no longer an individual contact point for students. Please refer to the nominated contact depending on the nature of your query. For example, for student queries relating to <ul style="list-style-type: none"> <li>• <b>income</b>, contact the nominated point with responsibility for income</li> <li>• <b>claims information</b>, contact the nominated point for claims and payments</li> </ul>
HB/CTB Take-Up	Christie Dennehy	020 7962 8292 <a href="mailto:christie.dennehy@dwp.gsi.gov.uk">christie.dennehy@dwp.gsi.gov.uk</a>
Tax Credits	Jahnara Begum	<a href="mailto:jahnara.begum@dwp.gsi.gov.uk">jahnara.begum@dwp.gsi.gov.uk</a>
Temporary Absence (2 homes, prisoners)	Jahnara Begum	<a href="mailto:jahnara.begum@dwp.gsi.gov.uk">jahnara.begum@dwp.gsi.gov.uk</a>
Uprating	John Kennett Phillipa Fallowfield	<a href="mailto:John.Kennett@dwp.gsi.gov.uk">John.Kennett@dwp.gsi.gov.uk</a> <a href="mailto:Phillipa.Fallowfield@dwp.gsi.gov.uk">Phillipa.Fallowfield@dwp.gsi.gov.uk</a>