

# Housing Benefit and Council Tax Benefit

## General Information Bulletin

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<http://www.dwp.gov.uk/housingbenefit/>

**HB/CTB G6/2010**

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<b>Who should read</b>	All Housing Benefit (HB) and Council Tax Benefit (CTB) staff
<b>Action</b>	For information

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## **Employment and Support Allowance Release 10.1**

- 1 Release 10.1 of the Employment and Support Allowance (ESA) Customer Account Management (CAM) system will be delivered on 31 May 2010 and builds on the successful implementation of previous releases by introducing a series of changes that will have a direct impact upon LAs. The following paragraphs tell you about the changes.

### **ESA Customer Account Management (CAM) System changes**

- 2 Three system changes that are being implemented on the CAM system should improve the quality and quantity of the data output on the Local Authority Claim Information (LACI) document and enhance the HB/CTB data gather process. These will not be directly visible to the LAs, however will positively impact the content of the LACI. These are:
  - introduction of validation to ensure all HB/CTB screens are visited
  - changes to improve the navigation to the HB/CTB screens to make it more user friendly
  - changes to the HB/CTB summary screen to allow easy identification of any HB/CTB screens that have not been visited

### **Outstanding HB/CTB verification**

- 3 In addition a further system change is being implemented to remove the interim payment workaround. Currently if a case on CAM has outstanding verification, which only relates to the HB/CTB claim, the case cannot be closed.
- 4 Jobcentre Plus invoke an interim payment workaround to allow the ESA claim to progress. As you are aware, Jobcentre Plus are not responsible for verifying information, that is only for HB/CTB purposes and is not required for the ESA claim.
- 5 This change will ensure the ESA claim can be progressed when only HB/CTB verification is outstanding. The LACI will be produced showing correctly what information has been verified and what information has not been verified by Jobcentre Plus.

### **ESA LACI document 'Notes' field**

- 6 Two new paragraphs 'CAM Notes' and 'JSAPS Notes' have been added to the ESA LACI document and these will be output when there are additional notes on the case that are relevant to the HB/CTB claim.

- 7 Jobcentre Plus staff will be able to select the relevant 'Notes' to be output on the LACI. This will allow any additional information to be included on the LACI that will assist the LA in processing the HB/CTB claim.

## **Output of the ESA LACI document**

- 8 If the customer is already receiving or are in the process of claiming both HB and CTB then the HB/CTB data gather will stop completely and a LACI will not be produced.
- 9 If the customer is already receiving or are in the process of claiming either HB or CTB, then the relevant data gather will only continue if they want to claim the other benefit. A LACI will be produced containing the relevant information for the claim to either HB or CTB and will be sent to the LA.

## **ESA LACI document 'Landlord' and 'Landlord Agent' name field**

- 10 The 'First Name' and 'Last Name' fields for the Landlord and Landlord Agent have been replaced by a single 'Name' field for the Landlord and Landlord Agent respectively. This allows either the Landlord and Landlord Agent name(s) or a Company name to be recorded in this single 'Name' field.

## **Queries**

- 11 For further advice and information about these changes please contact [HBSDMP.WWEG@DWP.GSI.GOV.UK](mailto:HBSDMP.WWEG@DWP.GSI.GOV.UK)

## **In and Out of Work goes national**

- 12 After a phased rollout spanning eighteen months involving all LAs, the Department for Work and Pensions (DWP) and Her Majesty's Revenue and Customs (HMRC), the In and Out of Work (IOW) processes are now fully rolled out and operating in all Jobcentres and LAs across the country. The IOW processes support the integrated claims process and provides an enhanced customer service by helping customers claiming HB and CTB alongside their Jobcentre Plus benefit (Jobseeker's Allowance (JSA) and/or Income Support (IS))
- 13 The processes are now firmly embedded in the Jobcentre Plus working practices and the guidance has been updated in the Customer Management System (CMS) guide for LAs. Additional information can be found at <http://www.dwp.gov.uk/local-authority-staff/housing-benefit/claims-processing/closer-working-with-dwp/in-and-out-of-work-project> All sites should be complying with the agreed processes to ensure all benefits are recognized.

- 14 This article details the support and escalation arrangements to ensure effective delivery of the service. LAs should contact their Local Liaison Officer in their linked local Jobcentre in the first instance for any problems encountered in delivering the IOW processes.

## The Out of Work process

- 15 The Out of Work process: In the event that a LA encounters problems with receipt and/or content of the HB Evidence Checklist (sent by secure courier from Jobcentre Plus to LAs) they should contact the Local Liaison Officer in their local linked Jobcentre in the first instance to investigate. If they are unable to resolve this issue they should escalate it to the Local Liaison Group for further investigation and resolution.

## The Into Work process

- 16 The Into Work process: If an LA needs to change their secure SMTP email address (used by Jobcentre Plus to send the IWK4 via secure email) they **must** inform their Local Liaison Officer at the local linked Jobcentre to enable them to progress the changes to the IT system i-works. This should be authorised on an Appendix A available from the DWP internet using the link provided at paragraph 13.

**Note:** Changes to LA email boxes should only be made in exceptional circumstances and the existing email box **must** still be used until the new email address changes have been confirmed.

- 17 IWK4s are sent from Jobcentre Plus to LAs via the SMTP secure email address provided. In the event that LAs stop receiving IWK4s, they should contact their Local Liaison Officer at their local Jobcentre immediately to check that IWK4s are still being sent. If the Jobcentre confirm that IWK4s have been sent, the LA should check that no changes have been made to their secure email address. If there appears to be a problem with the GCSX or GSI connection, the LA User should contact their own authority's IT Helpdesk in the first instance who, if necessary, will then follow the established incident reporting process.
- 18 In the event that the LA receives inaccurate and/or incomplete IWK4s from Jobcentre Plus, they should contact the Local Liaison Officer in the linked Jobcentre who will investigate and determine if it is a Jobcentre user error.
- 19 If there is wider disruption to DWP services normal communication channels will be used to alert LAs and keep them informed of developments/return to normal service.

## Statutory Instruments

20 The following Statutory Instruments (SIs) have now been laid:

- 2010 No.772, The Occupational and Personal Pension Schemes (Automatic Enrolment) Regulations 2010, coming into force 1 October 2012
- 2010 No.788, The Social Security Benefit (Persons Abroad) (Amendment) Regulations 2010, coming into force 6 April 2010
- 2010 No.793, The Social Security Benefits Up-rating Order 2010, coming into force from 1 April 2010
- 2010 No.796, The Social Security (Claims and Payments) Amendment Regulations 2010, coming into force 8 April 2010
- 2010 No.826, The Social Security Benefits Up-rating Regulations 2010, coming into force 12 April 2010
- 2010 No.833, The Social Security (Industrial Injuries) (Dependency) (Permitted Earnings Limits) Order 2010, coming into force 14 April 2010
- 2010 No.840, The Social Security (Miscellaneous Amendments) (No.3) Regulations 2010, coming into force 28 June 2010
- 2010 No.870, The Social Security (Claims and Payments) Amendment (No.2) Regulations 2010, coming into force 30 April 2010
- 2010 No.875, The Employment and Support Allowance (Transitional Provisions, Housing Benefit and Council Tax Benefit) (Existing Awards) Regulations 2010, coming into force from 1 October 2010
- 2010 No.911, The Personal Accounts Delivery Authority Winding Up Order 2010, coming into force 5 July 2010
- 2010 No.916, The Workmen's Compensation (Supplementation) (Amendment) Scheme 2010, coming into force 14 April 2010
- 2010 No.917, The National Employment Savings Trust Order 2010, coming into force from 5 July 2010
- 2010 No.1105, The Mesothelioma Lump Sum Payments (Conditions and Amounts) (Amendment) Regulations 2010, coming into force 1 April 2010
- 2010 No.1106, The Pneumoconiosis etc. (Workers' Compensation) (Payment of Claims) (Amendment) Regulations 2010, coming into force 1 April 2010
- 2010 No.1140, The Control of Artificial Optical Radiation at Work Regulations 2010, coming into force 27 April 2010
- 2010 No.1145 (C.74), The Pensions Act 2008 (Commencement No.7 and Saving, Consequential and Incidental Provisions) Order 2010, coming into force 31 March 2010
- 2010 No.1160, The Social Security (Loss of Benefit) Amendment Regulations 2010, coming into force 1 April 2010

- 2010 No.1161, The Social Fund Winter Fuel Payment (Temporary Increase) regulations 2010, coming into force 20 September 2010
- 2010 No.1221 (C.78), The Pensions Act 2008 (Commencement No.8) Order 2010, coming into force 8 April 2010

21 Copies of SIs can now be downloaded from DWP's own website <http://www.dwp.gov.uk/publications/specialist-guides/law-volumes/the-law-relating-to-social-security/> and the website of the Office of Publication Information <http://www.opsi.gov.uk/stat.htm>

## What's new on the web

22 The following items can be found on the website link shown

Document Type	Subject	Link
HB/CTB Bulletin G4/2010	The Jobseeker's Allowance (Sanctions for Failure to Attend) Regulations 2010 Statutory Instrument 2010/509 – Impact on Housing Benefit and Council Tax Benefit  Statutory Instruments  What's new on the web  HB/CTB Circulars issued recently  Current HB/CTB Circulars	<a href="http://www.dwp.gov.uk/docs/g4-2010.pdf">http://www.dwp.gov.uk/docs/g4-2010.pdf</a>
HB/CTB Bulletin G5/2010	The Right Benefit Indicator (NI 180 in England)  The CIS Prompts to local authorities (LAs) Project  HB/CTB cases awaiting decision by the Upper Tribunal	<a href="http://www.dwp.gov.uk/docs/g5-2010.pdf">http://www.dwp.gov.uk/docs/g5-2010.pdf</a>
HB/CTB Circular A6/2010	Referring Housing Benefit overpayments to Debt Management	<a href="http://www.dwp.gov.uk/docs/a6-2010.pdf">http://www.dwp.gov.uk/docs/a6-2010.pdf</a>

HB/CTB Circular A7/2010	Data Take On and Processing Schedule (DTOPS) for the extraction and transfer of the Single Housing Benefit Extract (SHBE) from 29 March to 24 September 2010	<a href="http://www.dwp.gov.uk/docs/a7-2010.pdf">http://www.dwp.gov.uk/docs/a7-2010.pdf</a>
HB/CTB Circular A8/2010	The Social Security (Miscellaneous Amendments) (No. 2) Regulations 2010 (SI 2010 No 641)	<a href="http://www.dwp.gov.uk/docs/a8-2010.pdf">http://www.dwp.gov.uk/docs/a8-2010.pdf</a>
HB/CTB Circular A9/2010	Citing Upper Tribunal decisions in appeal responses	<a href="http://www.dwp.gov.uk/docs/a9-2010.pdf">http://www.dwp.gov.uk/docs/a9-2010.pdf</a>
HB/CTB Circular S2/2010	Rent Rebate Subsidy Limitation information 2010/11	<a href="http://www.dwp.gov.uk/docs/s2-2010.pdf">http://www.dwp.gov.uk/docs/s2-2010.pdf</a>
HB/CTB Circular S3/2010	Further subsidy changes applicable from 1 April 2010 – HB subsidy for customers living in temporary accommodation	<a href="http://www.dwp.gov.uk/docs/s3-2010.pdf">http://www.dwp.gov.uk/docs/s3-2010.pdf</a>
HB Direct Issue 100 April 2010	Newsletter	<a href="http://www.dwp.gov.uk/docs/issue-100-apr-2010.pdf">http://www.dwp.gov.uk/docs/issue-100-apr-2010.pdf</a>
Housing Benefit Guidance Manual amendment 21	Guidance manual	<a href="http://www.dwp.gov.uk/local-authority-staff/housing-benefit/claims-processing/operational-manuals/housing-benefit-guidance/">http://www.dwp.gov.uk/local-authority-staff/housing-benefit/claims-processing/operational-manuals/housing-benefit-guidance/</a>
Customer Management System (CMS) guide for LAs	Guidance manual	<a href="http://www.dwp.gov.uk/docs/la-guide.pdf">http://www.dwp.gov.uk/docs/la-guide.pdf</a>
EAS CIS Implementation Project - FAQs	FAQs	<a href="http://www.dwp.gov.uk/docs/eas-cis-faqs.pdf">http://www.dwp.gov.uk/docs/eas-cis-faqs.pdf</a>

Implementation of the DWP National Registration Authority		<a href="http://www.dwp.gov.uk/local-authority-staff/housing-benefit/claims-processing/hb-information-flows-programme/eas-cis-implementation/implementation-dwp-national-registration/">http://www.dwp.gov.uk/local-authority-staff/housing-benefit/claims-processing/hb-information-flows-programme/eas-cis-implementation/implementation-dwp-national-registration/</a>
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## HB/CTB Circulars issued recently

23 The following HB/CTB Circulars have been issued recently

HB/CTB Circular A9/2010

HB/CTB Circular S2/2010

HB/CTB Circular S3/2010

HB/CTB Circular F1/2010