

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 G8/2007

7 June 2007

Contact	Queries about the <ul style="list-style-type: none">• technical content of this bulletin, contact details are given at the end of each article• distribution of this bulletin, contact Corporate Document Services Ltd Orderline<ul style="list-style-type: none">- Tel: 0113 399 4040- Fax: 0113 399 4205- Email: orderline@cds.co.uk• bulletin in general, contact Kath Murphy<ul style="list-style-type: none">- Kath.Murphy@dwp.gsi.gov.uk
Who should read	All Housing Benefit (HB) and Council Tax Benefit (CTB) staff
Action	For information. <u>Please note the deadline of 30 June at paragraph 19</u>

Contents

page

CH 48/2006 Commissioner's decision non-dependant deductions	2
Extended Payments – start dates.....	2
Changes of Circumstances Performance Measure	3
Service Level Agreement for Benefit Administration between Jobcentre Plus and LAs.....	4
HBSD/IAD Data Scan update	4
Stats 124A and Stats 128 returns.....	5
New claims processing: Dealing with defective claims or claims that need additional evidence or information	6
Submission of annual self–assessments against the HB/CTB Performance Standards for 2006/07 – Data for PM10 and PM16	9
Contact details for subject areas within HB/CTB	10
Supplementary 2006/7 Stats 124 data for Quarter 4	Appendix A
Service Level Agreement for Benefit Administration	Appendix B

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CH 48/2006 Commissioner's decision non-dependant deductions

- 1 A commissioner's decision (CH 48/2006) on non-dependant deductions affects the existing guidance given at *paragraph 5.550 in A5 of HB/CTB Guidance Manual*.
- 2 Information below amends the existing guidance in light of this decision.

Commissioners Decision CH 48/2006 – Non-dependant deductions

- 3 Claimant appealed against the decision of the LA to implement the highest level of non-dependant deduction in the absence of any information being provided by the non-dependant.
- 4 The non-dependant in this instance was a young girl aged 19 who worked part-time in a clothes store. In the absence of any information from the claimant regarding the level of the non-dependant's earnings the LA implemented the highest level of deduction.
- 5 Commissioner held that in the LA had a duty to assess the claim on the evidence available and on the balance of probabilities regarding the likely level of non-dependant's earnings. Any inferences as to what those earnings might be have to be based on some sense of reality.
- 6 LAs should therefore consider all the relevant facts available to them before they implement the highest level of deduction in light of the Commissioner's decision.
- 7 Please note the Commissioner's Decision against *HB/CTB Guidance Manual, Chapter A, para 5.550*.
- 8 An amendment will be made to the guidance in light of this decision.

Further advice or information

- 9 For further advice or information please contact Phillipa.Fallowfield@dwp.gsi.gov.uk

Extended Payments – start dates

- 10 We have received a number of queries about start dates for the award of an Extended Payment (EP).
- 11 DWP advice on this is that the words in regulation 77 'cease at the end of the benefit week in which entitlement to Income Support (IS) or income-based Jobseeker's Allowance (JSA(IB)) ceases' should be read to equate to the end of the benefit week in which the first day of non-entitlement to IS or JSA(IB) falls. This complements Reg 79 which admittedly is couched in clearer terms than Reg 77.
- 12 The wording in Reg 77 is more ambiguous than in Reg 79 (otherwise these differences of view would not have occurred). But it was not intended that EP claimants would be worse off than claimants under the general changes of circumstances rule contained in Reg. 79.

- 13 As a result, in a case where IS, for example, is paid up to and including a Sunday, IS would in fact be paid for that Sunday – so, once Sunday becomes Monday, IS entitlement ends - ie at one second past midnight. Therefore, IS actually ceases on Monday. HB would cease at the end of that week (the following Sunday) and an EP would commence on the Monday the week after.

Regulation 77

- 14 As Regulation 77 is not as clear as it might be, an amendment clarifying the position is being prepared.

Further advice or information

- 15 For further advice or information please contact Phillipa.Fallowfield@dwp.gsi.gov.uk

Changes of Circumstances Performance Measure

Omission of bulk rent increases from Stat 124 returns for quarter ending 31 March

- 16 It has been brought to our attention that some of your HB/CTB processing systems may be
- excluding decisions made on bulk (non LA) rent increases as changes of circumstances for the purpose of Performance Measure 5 (PM 5), for example, large scale notifications from Registered Social Landlords (RSLs)
 - recording bulk rent increases in the wrong quarter.
- 17 These bulk changes are normally notified electronically in advance and should be treated as written notifications. Providing decisions are made by the date the rent increase takes effect, the time taken to process each individual change is one day. Otherwise the clock continues to tick from the effective date of the change until a decision is made. Please see *HB/CTB Circulars A10/2006* and *A3/2007*.
- 18 For Stats 124 purposes, changes of circumstance should be recorded in the quarter in which you made the superseding decision(s), **not** the quarter in which the changes take effect.

Example

You receive a large scale uprating e-notification from an RSL in March (quarter 4) for rent increases due to take effect in April (Quarter 1). If superseding decisions are made on all claims concerned in March, then the total number of changes of circumstance should be entered as Quarter 4 data. The time taken to process the each claim would be one day.

- 19 If your processing system has excluded these increases from PM 5 or has included them but recorded them in the wrong quarter, you will need to make adjustments to your 2006/07 Quarter 4 return. You may also need to make adjustments to your quarter 1 returns to avoid double counting. If adjustments are required you should complete the Supplementary Data Form1, sent with this bulletin as Appendix A, and e-mail it to Larry.jackson1@dwp.gsi.gov.uk by the end of June 2007.

- 20 If your processing system does not capture these increases please ensure that the figures you provide are based on your best estimation of the number of claims involved and the number of days taken to process. You should clear the adjustment with your internal auditors.
- 21 In future, these rent increases will be identified through the 100% data scan.

Queries

- 22 If you have any queries you should contact Valerie Hunt at Performance-Framework@dwp.gsi.gov.uk

Service Level Agreement for Benefit Administration between Jobcentre Plus and LAs

- 23 Jobcentre Plus and LAs have agreed a new Service Level Agreement that sets out the principles for effective partnership working between the two organisations.
- 24 The key aim of the Agreement, which is sent as Appendix B to this bulletin, is to provide a framework that supports effective joint working in respect of the administration of Housing Benefit, Council Tax Benefit and Jobcentre Plus benefits. So, if you are involved in the administration of any these benefits, please familiarise yourself with the content of this agreement.
- 25 We are confident that the agreement will make a real contribution to ensuring that both organisations continue to work effectively together and deliver a quality service to our shared customers.

Queries

- 26 If you have any queries about this article please contact the Jobcentre Plus Governmental Business Partnerships Team.
Contacts
lan.gibbins@jobcentreplus.gsi.gov.uk
chris.bullen@jobcentreplus.gsi.gov.uk

HBSD/IAD Data Scan update

April 2007 specification

- 27 The April 2007 specification of the scan is now in place. The first months have seen an increasing number of LAs returning their data in this new format. This enhanced version includes more detailed information on claims processing, and processing of changes of details.

April 2008 specification

- 28 We are currently working on the details of the final set of enhancements to the scan specification, to be implemented in April 2008. These will include changes to allow the HBSD/IAD returns to be used for data matching purposes, with the aim of replacing the requirement to submit a separate return to HBMS in the near future.

- 29 The other major enhancement to the scan will be to enable it to record payment errors (underpayments/overpayments). A detailed draft April 2008 specification will be issued for consultation shortly.

Funding

- 30 Funding is available to help local authorities meet the costs associated with the development of the HBSD/IAD Scan. Consultation has now been completed and we will soon be writing out to you with more details of this funding and more information about our future plans.

Stats 121/122 switch off

- 31 A further 60 LAs have been invited to switch off their clerical Stats 121/122 returns. Those that have not yet been invited to switch off these returns will have received feedback identifying differences between their HBSD/IAD Scan data and their clerical returns. This feedback will enable those LAs to understand and resolve those discrepancies to move towards switch off.
- 32 Earlier in the year we sent out copies of the Stats 121/122 that had been derived from the HBSD/IAD Scan. Some of you identified anomalies with these forms and we have since worked with a small group of you to correct these issues before sending out any further copies. All LAs should have now received the corrected version of their Stats 121/122 derivations for January, February and March 2007. We expect to continue to send you this feedback on a monthly basis.

Further information or queries

- 33 If you have any queries or would like further information please contact the team by email on hbsdiad-scan@dwp.gsi.gov.uk

Stats 124A and Stats 128 returns

- 34 On the 4 April we informed you, through the Housing Benefit Data Service website, that DWP was investigating the feasibility of dropping two of the statistical returns – Stats 124A and Stats 128.

Stats 124a

- 35 Our consultation has concluded that, for auditing purposes, Stats 124A still needs to be produced in respect of 2006/07. However, this information should be held by the local authority until it is requested by the audit body, eg Audit Commission, Audit Scotland, Wales Audit Office. There is no longer a requirement to submit a copy of the Stats 124A form to DWP.

Stats 128

- 36 With regard to the Stats 128 returns, we have concluded that LAs should now submit this return for the final quarter of 2006/07. However, with effect from 2007/08 you will no longer be required to return this form to DWP. The Accuracy PI is still required on Stats 124 and LAs should continue to maintain an audit trail for auditing purposes.

Further information or queries

- 37 If you require further information or have any queries please contact Jan Ripley, Tel: 0773 331 5370; Email: jan.ripley@dwp.gsi.gov.uk

New claims processing: Dealing with defective claims or claims that need additional evidence or information

- 38 It has been brought to our attention that some LAs may not be complying with regulations regarding new claims for HB/CTB. We have been alerted to the following practices
- LAs refusing to accept or returning defective claims which need additional information to the customer
 - LAs giving customers less than one month to remedy defects on their claims or provide additional information or evidence to support their, (either defective or effective), claims
 - LAs awarding benefit on defective claims and immediately suspending payment of benefit until more information is received
- 39 These practices not only represent poor customer service but are also, in some cases, illegal. It also means that reduced processing times which result from these practices could misinform the development of any new performance measure to be put in place from 2008.
- 40 The following paragraphs address these issues in turn. (Note: References to regulations are to the Housing Benefit Regulations 2007, but equally applicable are the Council Tax Benefit Regulations 2007 and the equivalent regulations for pensioners.)

Defective claims or claims for which additional information is needed

- 41 It appears that some authorities may be treating defective claims or claims for which additional information is needed as a notification of the customer's intention to make a claim under Regulation 83(5)(d) rather than a claim. The claim form is returned to the customer and not accepted as a claim until it is effective and accompanied by any additional information.
- 42 These authorities are apparently not giving the originally returned form the status of a claim (defective or otherwise). If a customer has submitted a claim form or an equivalent document which states that this is their claim to Housing Benefit, then unless the form is blank or unsigned (where a signature is required), the authority must accept it as a claim and treat it accordingly. The performance measurement clock starts ticking from the moment it is received at the LA.
- 43 There would be nothing illegal in returning the form to the customer with the request for further details but because there is a risk of the form getting lost in either outbound or inbound transit we consider this bad practice. Loss of the form would result in further delay and inconvenience to the customer.
- 44 Where the information on the claim form is insufficient to make a decision, good practice would be to retain the claim and either write to the customer or send him copies of the pages which require further information. If you feel it necessary to return the claim form a copy should be kept of the original claim.

Providing customers with time to provide information

- 45 Regulations make provision for the amount of time to be provided when customers are required to provide additional information - the following paragraphs set these out.

Minimum time limits for correcting defective claims

- 46 The way that the law works means that you must give a customer at least one month from the date of your request to correct a defective claim.
- 47 If you have identified a claim for HB/CTB as defective, Regulation 83 (7) specifies that you must give the customer an opportunity to remedy the defect/s. And Regulation 83 (8) requires that you treat the defective claim as if it had been validly made if the customer supplies (for example) the information missing on the original claim within one month (or a longer period if you think an extension is justified).
- 48 Only after a month has expired, **from the date you requested further information to correct the defect**, may you draw an adverse inference and decide the claim decided as nil entitlement.

Minimum time limits for providing evidence and information in support of a new claim

- 49 You may request additional information and evidence in support of a new claim, irrespective of whether it is defective or effective, under Regulation 86(1). You must give the customer one month, (or longer if you think an extension is justified), to provide that information.
- 50 However, you should not use a request under Regulation 86 (1) to correct a defective claim. If a claim is also defective and you make a parallel request for information to correct the defect, you must make clear which information you require in relation to the defective claim and which relates to verification requirements under Regulation 86.
- 51 If the customer fails to provide the information or evidence requested under Regulation 86 within a month (or such longer period as you have allowed), you may decide the claim as nil entitlement, irrespective of whether it is effective or still defective under regulation 83.

Summary of minimum time limits before nil entitlement can be decided in defective claim cases

Telephone claims

- 52 One month from the date of the telephone-claim if you ask the customer to take steps to correct the defect during the call. Otherwise one month from the date of your written request.

First contact paper claims/ electronic claims/ DWP gateway

- 53 One month from the date you, having identified a defect, ask the customer to rectify it.

Summary of minimum time limits before nil entitlement can be decided in all new claims if further information or evidence is needed

54 One month from the date you request the additional information and/or evidence.

Processing a claim and immediately suspending the award when there is insufficient information

55 An authority should only make a decision on a claim to benefit where it has all the necessary facts at its disposal concerning the customer and their circumstances or where a negative inference can be taken from the customer's failure to provide the requested information (regulation 89(2)). It is difficult to imagine a more serious breach of the framework within which we expect authorities to operate than to knowingly award benefit when there is a doubt about entitlement.

56 It is a requirement that following a decision, the authority must issue a decision notice to the customer (regulation 90), setting out a minimum of information on which the decision has been based. It is unlikely that any LA making an award on a defective claim could comply with this requirement before suspending the award.

57 Apart from their failure to act within the law, any LA adopting this practice would be delivering extremely poor customer service.

The Performance Standards and Good Practice

58 The HB/CTB Performance Standards specify an average processing time of less than 30 days for excellent performance. We are of the view that this level of performance can be achieved without recourse to practices which are detrimental to customer service. We are disappointed that the actions of some could be providing a distorted picture of performance and creating an uneven playing field for LAs who are acting within the law.

59 The enablers and good practice in the Performance Standards set out procedures and practices which would support effective claims processing. The Performance Development Team is also available to support LAs in administering claims more effectively. Further information about the Performance Development Team can be obtained from

Cheryl Weaver,
Work Programme Manager,
5th Floor,
The Adelphi,
1-11 John Adam Street,
London WC2N 6HT.

Tel: 02077712280.

Email: Cheryl.Weaver@dwp.gsi.gov.uk

Queries

60 If you have any queries about this guidance you should contact Valerie Hunt at Performance-Framework@dwp.gsi.gov.uk

Submission of annual self–assessments against the HB/CTB Performance Standards for 2006/07 – Data for PM10 and PM16

PM10- Reviews completed

- 61 LAs are advised to obtain data for reviews completed during 2006/2007 from the Housing Benefit Operational database (HoBOD). Please note that the figures currently available are provisional figures. Final figures for 2006/2007 will be made available on HoBOD in week commencing 11 June 2007 at which time the notes on reviews data will be updated to reflect this. Results for individual LAs can be obtained by clicking on the **Reviews**, menu, selecting **No Reviews (for PM10)** from the variable choices and then selecting the appropriate LA.
- 62 If there are discrepancies between your own data and that shown on HoBOD please refer to Circular A5/2007 paragraphs 11 and 12.
<http://www.dwp.gov.uk/hbctb/circulars/2007/a5-2007.pdf>

PM16 – Sanctions per 1,000 caseload

- 63 We have informed LAs in the Performance Measure Guide 2007 that to calculate PM16 they will need to obtain the average number of HB/CTB claimants for the year to 31 March 2007 from HoBOD. At present this information is not available on the HoBOD.
- 64 To establish your average caseload figure for 2006/2007 we recommend that you refer to the HB/CTB MIS Guidance for completion of Stats 124A [HBDS \(Housing Benefit Data Service\) - Stats 124A Return: Notes for completion - page 2 \(items 1-14\)](#). The guidance explains how to arrive at your average caseload for the year by reference to your quarterly Stats 121 and 122 returns.
- 65 Those authorities who did not submit Stats 121 and 122 returns in February because they are submitting data through the HBSD/IAD scan will have received replicated Stats 121/122 forms sent out recently by HB Data Services. These are based on HBSD/IAD data provided.

Queries

- 66 If you have any queries or problems in calculating this measure please contact the Performance-Framework@dwp.gsi.gov.uk

Contact details for subject areas within HB/CTB

67 Contact details for specific subject areas within HB/CTB are as follows.

Subject area	Name	Contact details
Main Switchboard (Adelphi)		0220 7962 8000
Administration Subsidy	Chris Wood	020 7962 8345 Chris.Wood@dwp.gsi.gov.uk
Backdating	Tara Taggart	tara.taggart@dwp.gsi.gov.uk
Benefit Subsidy, including: General Subsidy queries Non HRA rent rebate Subsidy for backdated claims Subsidy for discretionary local schemes Subsidy for LA error overpayments Rent rebate subsidy limitation Benefit subsidy transitional protection Discretionary Housing Payments – funding and allocation	Dave Marley	020 7962 8393 Dave.Marley@dwp.gsi.gov.uk
Best Value Performance Indicators (BVPIs)	Louise Hughes	020 7712 2577 Performance-Framework@dwp.gsi.gov.uk
Best Value – General policy issues excluding BVPIs and efficiency	Darren Baker Angela Mulligan Barry Dennett	020 7962 8825 Darren.Baker1@dwp.gsi.gov.uk 020 7712 2159 Angela.Mulligan@dwp.gsi.gov.uk 020 7712 2223 Barry.Dennett@dwp.gsi.gov.uk
BFI inspection reports - Security	Andy Munro	020 7962 8293 andy.munro@dwp.gsi.gov.uk
BFI inspection reports - Claim Processing	Tony Withers	020 7712 2326 tony.withers@dwp.gsi.gov.uk

Subject area	Name	Contact details
Change of circumstances (Regulations)	Jahnara Begum	020 7962 8313 Jahnara.Begum@dwp.gsi.gov.uk
Child Support/Maintenance	Tony Browne	020 7962 8584 Tony.Browne@dwp.gsi.gov.uk
HB/CTB Bulletins and Circular Distribution	CDS Orderline	0113 399 4040 orderline@cds.co.uk
HB/CTB Circulars - Backdated copies	Tony Oldman	020 7712 2388 tony.oldman@dwp.gsi.gov.uk
Claim Forms	Jason Barrett	020 7962 8631 Jason.Barrett@dwp.gsi.gov.uk
Claims and Payments	Tara Taggart	020 7962 8508 tara.taggart@dwp.gsi.gov.uk
Customer Management System (CMS)	Martin Benson Kerry Hartley Sheena Parker	FAQs and contact details can be found on the website at http://www.dwp.gov.uk/housingbenefit/cms/ Email: HBSDMP.WWEG@dwp.gsi.gov.uk
HB/CTB Data Protection Issues	Jason Barrett	020 7962 8631 Jason.Barrett@dwp.gsi.gov.uk
Decisions and Appeals	ACI Division	ACI-Office-Support-Leeds@dwp.gsi.gov.uk Fax: 0113 232 4841
Discretionary Housing Payments - Policy	Dave Jones	020 7962 8313 Dave.Jones@dwp.gsi.gov.uk
Employment and Support Allowance and interaction with HB/CTB	Christine Watkins	Christine.Watkins@dwp.gsi.gov.uk
Extended Payments - HB/CTB	Phillipa Fallowfield	Phillipa.Fallowfield@dwp.gsi.gov.uk
Fraud and error policy and procedures	Fraud and error policy team	fraud-error-policy@dwp.gsi.gov.uk
Fraud Referral and Intervention Management System (FRAIMS)	James Ablewhite	020 7712 2426 James.Ablewhite@dwp.gsi.gov.uk
Gender Recognition and HB/CTB Civil Partnerships and HB/CTB	Christie Dennehy	0207 962 8292 Christie.Dennehy@dwp.gsi.gov.uk

Subject area	Name	Contact details
HB simplification	Gail Knowles	020 7962 8313 Gail.Knowles@dwp.gsi.gov.uk
HB Guidance Manual Updates	Lucy Da Silva	Lucy.Da-Silva@dwp.gsi.gov.uk
Housing Benefit Direct newsletter (content)	Kath Murphy	020 7962 8540 Kath.Murphy@dwp.gsi.gov.uk
Distribution	CDS Orderline	0113 399 4040 orderline@cds.co.uk
Howell Opinion	James Ablewhite	020 7712 2426 James.Ablewhite@dwp.gsi.gov.uk
Income and Capital - including earnings and War Pension local scheme (but not student income/capital)	Elsian Linsell (Tues-Thurs)	020 7962 8313 Elsian.Linsell@dwp.gsi.gov.uk
Self-employed income/earnings	Lucy Da Silva	Lucy.Da-Silva@dwp.gsi.gov.uk
Income/capital - students	Jahnara Begum	020 7962 8313 Jahnara.Begum@dwp.gsi.gov.uk
Information Exchange with LAs	Jason Barrett	020 7962 8631 Jason.Barrett@dwp.gsi.gov.uk
IT links between DWP/Local Authorities	Wayne Norfolk	0113 2519012 wayne.norfolk@dwp.gsi.gov.uk
DWP/LAA Steering Group	Mont Goldman	mont.goldman@dwp.gsi.gov.uk
LA/Jobcentre Plus Liaison (including process changes, eg SOM V2)	Colin Heward	0121 626 3156 HBSDMP.WWEG@dwp.gsi.gov.uk

Subject area	Name	Contact details
LA Support Team (Electronic Transfer of Data (ETD) and Remote Access Terminals (RAT))	Contacts split alphabetically by LA	<p>Operations Manager Ian Golds 01253 334868 Ian.Golds@dpw.gsi.gov.uk</p> <p>Team 1 A – L</p> <p>Stuart Lloyd 01253 334956 Stuart.Lloyd@dpw.gsi.gov.uk</p> <p>Allan Simms 01253 334560 Alan.Simms@dpw.gsi.gov.uk</p> <p>Joanna West 01253 339531 Joanna.West@dpw.gsi.gov.uk</p> <p>Jan Nowell 01253 848458 Mary.Nowell@dpw.gsi.gov.uk</p> <p>Team 2 M – Z and PIDs</p> <p>Team Leader</p> <p>Elaine Aldersley 01253 339582 Elaine.Aldersley@dpw.gsi.gov.uk</p> <p>Norma Ashwood 01253 339627 Norma.Ashwood@dpw.gsi.gov.uk</p> <p>Phillip Stainton 01253 334997 Phillip.Stainton@dpw.gsi.gov.uk</p> <p>Sarah Baldwin 01253 339580 Sarah.Baldwin@dpw.gsi.gov.uk</p> <p>Paula Singleton 01253 339602 Paula.Singleton@dpw.gsi.gov.uk</p>
Leaflets	Tara Taggart	020 7962 8508 tara.taggart@dpw.gsi.gov.uk
Local Housing Allowance	Adrian Pateman	020 7712 2105 adrian.pateman@dpw.gsi.gov.uk or LHAAdviceline@dpw.gsi.gov.uk
Local Area Agreements/LPSAs	Clare Mitton	020 7962 8427 clare.mitton@dpw.gsi.gov.uk
MIS Data Collection (Best Value Stats 124/124A, and Stats 128 returns)	Dave Mason Housing Benefit Data Service Information Directorate	0191 2254588 Dave.Mason@dpw.gsi.gov.uk
MIS Data Collection (Caseload Stock Counts (Stats 121/122, WIB1 returns)	Dave Mason Housing Benefit Data Service Information Directorate	0191 2254588 Dave.Mason@dpw.gsi.gov.uk

Subject area	Name	Contact details
MIS Data Collection (100% HBSDIAD scan)	Leigh Armstrong Housing Benefit Data Service Information Directorate	0191 2257035 Leigh.Armstrong@dwp.gsi.gov.uk
Membership of the family - HB/CTB	Phillipa Fallowfield	Phillipa.Fallowfield@dwp.gsi.gov.uk
Mortgage Interest run on/52 week linking IS/JSA for housing costs on mortgage interest	Phillipa Fallowfield	Phillipa.Fallowfield@dwp.gsi.gov.uk
NFI	Graham Dove	020 7712 2128 Graham.Dove@dwp.gsi.gov.uk
Non-Dependant Deductions - in IS/JSA and HB/CTB	Phillipa Fallowfield	Phillipa.Fallowfield@dwp.gsi.gov.uk
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 Jane.Autherson@dwp.gsi.gov.uk
Pension Credit and interaction with HB/CTB	Christine Watkins	Christine.Watkins@dwp.gsi.gov.uk
Performance Standards Fund	Performance Standards Team	020 7962 8080 housing-support-standards@dwp.gsi.gov.uk
Performance Standards and self-assessments	Louise Hughes	020 7712 2577 performance-framework@dwp.gsi.gov.uk
Personal Allowances & Premiums	Jahnara Begum	020 7962 8313 Jahnara.Begum@dwp.gsi.gov.uk
People from abroad and asylum seekers	Ursula Brennan	020 7962 8358 Ursula.a.brennan@dwp.gsi.gov.uk
Practitioners Operations Group (POG)	Sabby Mahal-Riordan	sabby.riordan@dwp.gsi.gov.uk 020 7712 2481
Quarterly performance monitoring – Claims processing	Tony Withers	020 7712 2326 Tony.Withers@dwp.gsi.gov.uk

Subject area	Name	Contact details
Quarterly performance monitoring – Security	Phil Massey	020 7962 8293 Philip.Massey@dwp.gsi.gov.uk
HB/CTB Rapid Reclaim	Tara Taggart	020 7962 8508 tara.taggart@dwp.gsi.gov.uk
Rent Rent liability Rent officer referral Rent rules including old scheme/new scheme Eligible/ineligible service charges	Dave Jones	020 7962 8313 Dave.Jones@dwp.gsi.gov.uk
Royal Mail Do Not Re-direct	James Ablewhite	020 7712 426 James.Ablewhite@dwp.gsi.gov.uk
2 nd Adult Rebates	Jane Mapp (Tues - Fri)	020 7712 2046 jane.mapp@dwp.gsi.gov.uk
Software Suppliers Liaison Group	Bill Hern	07770 543360 Bill.Hern@dwp.gsi.gov.uk
Students		<p>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</p> <ul style="list-style-type: none"> • income, contact the nominated point with responsibility for income • claims information, contact the nominated point for claims and payments
HB/CTB Take-Up	Jane Mapp (Tues – Fri)	020 7712 2046 jane.mapp@dwp.gsi.gov.uk
Tax Credits	Lucy Da Silva	Lucy.Da-Silva@dwp.gsi.gov.uk
Temporary Absence (2 homes, prisoners)	Lucy Da Silva	Lucy.Da-Silva@dwp.gsi.gov.uk
Uprating	John Kennett Phillipa Fallowfield	John.Kennett@dwp.gsi.gov.uk Phillipa.Fallowfield@dwp.gsi.gov.uk