

Housing Benefit and Council Tax Benefit

General Information Bulletin

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

HB/CTB G9/2009

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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">- Email: orderline@cds.co.uk• bulletin in general, contact Kath Murphy<ul style="list-style-type: none">- Email: Kath.Murphy@dwp.gsi.gov.uk
Who should read	All Housing Benefit (HB) and Council Tax Benefit (CTB) staff
Action	For information

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Clarification of HB/CTB Circular A10/2009, paragraph 11

- 1 HB/CTB Circular A10/2009 described a change in the way information can be shared between DWP and the local authority (LA) and between different LA teams for the purpose of housing related welfare services to vulnerable people under the Supporting People Programme.
- 2 We have received a number of queries from LAs regarding paragraph 11 of A10/2009 and access to the Customer Information System (CIS).
- 3 To clarify, this paragraph is merely suggesting that LAs might need to consider whether additional HB/CTB staff might require CIS access and registration to deal with any increased volumes of CIS enquiries from Supporting People teams as a result of the new provision. Under no circumstances should Supporting People teams be given direct access to the CIS system.
- 4 The new regulations described in A10/2009 provide a statutory legal gateway for the Supporting People team to request information from the HB/CTB team without the need for customer consent. However, the Supporting People team will still need to email or phone the HB/CTB team before information can be shared. LAs must ensure full consideration is given to the amount of detailed information being shared as the new provision does not override the principles set out in the Data Protection Act.
- 5 If you require any further advice or information about this item please contact Kehinde.Otemade-Paul@dwp.gsi.gov.uk

What's new on the web

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

Document Type	Subject	Link
<p>HB/CTB Bulletin G7/2009</p>	<p>Customer Management System (CMS) Release 10</p> <p>ESA Customer Account Management (CAM) release and national rollout</p> <p>Mailing to Pension Credit customers</p> <p>Successful pilot of the electronic transfer of HB and CTB Data to LAs Project (e-Transfer Project)</p> <p>Statutory Instruments</p> <p>What's new on the web</p> <p>HB/CTB Circulars issued this month</p> <p>Other publications issued this month</p>	<p>http://www.dwp.gov.uk/housingbenefit/user-communications/bulletins/2009/g7-2009.pdf</p>
<p>HB/CTB Bulletin G8/2009</p>	<p>Update on identity cards for foreign nationals</p> <p>HB/CTB cases awaiting decision by the Upper Tribunal</p> <p>DCI1 Process – authorised signatures</p> <p>Notice of new address for the Upper Tribunal</p> <p>Statutory Instruments</p> <p>Current HB/CTB Circulars</p> <p>Appendix A - Proforma for notifying NDC of a change to the list of authorised signatures</p>	<p>http://www.dwp.gov.uk/housingbenefit/user-communications/bulletins/2009/g8-2009.pdf</p>

Document Type	Subject	Link
HB/CTB Circular A11/2009	Dealing with changes in circumstances	http://www.dwp.gov.uk/housingbenefit/user-communications/circulars/2009/a11-2009.pdf
HB/CTB Circular A12/2009	The Social Security (Miscellaneous Amendments) Regulations 2009 (No 583) The introduction of the Self-Employment Credit	http://www.dwp.gov.uk/housingbenefit/user-communications/circulars/2009/a12-2009.pdf
HB/CTB Circular S3/2009	Rent Rebate Subsidy Limitation information 2009/2010	http://www.dwp.gov.uk/housingbenefit/user-communications/circulars/2009/s3-2009.pdf
HB Direct Issue 89 May 2009	Newsletter	http://www.dwp.gov.uk/housingbenefit/user-communications/hb-direct-newsletter/2009/issue-89-may-2009.pdf
HB/CTB Subsidy Guidance Manual 09/10	Amendment	http://www.dwp.gov.uk/housingbenefit/performance-value-for-money/guidance-manuals/subsidy-guidance-manual-09.pdf

HB/CTB Circulars issued this month

7 The following HB/CTB Circulars have been issued this month

HB/CTB Circular A10/2009

HB/CTB Circular A11/2009

HB/CTB Circular A12/2009

HB/CTB Circular A13/2009