

D1***Liaison with local DWP offices***

About this chapter	1.00
Guidance on interpretation of HB/CTB Schemes.....	1.30
Liaison with DWP offices	1.60
Liaison with Jobcentre Plus	1.64
Service Level Agreements	1.65
Purpose of SLAs	1.65
National Framework Agreement.....	1.67
Monitoring and assurance requirements.....	1.80
Exchange of information	1.90
'Old' supply of information powers.....	1.100
'New' supply of information powers	1.110
Accepting and using claim information and evidence received from the DWP	1.120
Claim information received from and already used by the DWP.....	1.120
What information is covered?	1.123
Using information on the LA Input Document.....	1.124
Exceptions to using claim information provided by DWP	1.128
Verifying claim information for DWP	1.130
Forwarding claim information to a DWP agency.....	1.131
English County Councils	1.133
Overpayments due to incorrect DWP/English County Council information	1.137
Liaison officers.....	1.160
Written communications	1.180
Meetings.....	1.200
Day-to-day contact between staff	1.210
Direct telephone lines.....	1.230
Training.....	1.250
Obtaining National Insurance contributions information.....	1.270
Confirming/allocating NINOs.....	1.280
Claimant's partner has no right to be in the UK	1.282
Claims made through local DWP offices	W1.300
Working age claimants	W1.300
Pensioners.....	P1.300
The Customer Management System.....	1.320
Best practice	1.330
Forms sent to the wrong LA.....	1.340

Contents

Claimant entitled to IS/JSA	W1.350
Claimant not entitled to IS/JSA(IB).....	W1.370
Date of claim.....	W1.372
HB/CTB claim form received separately from IS/JSA claim.....	W1.390
Date of claim.....	W1.393
Claimant already receives IS/JSA(IB).....	W1.420
Claimant entitled to Pension Credit.....	P1.350
Claimant entitled to Pension Credit (guarantee credit or guarantee credit and savings credit)	P1.352
Claimant entitled to Pension Credit (savings credit) only.....	P1.353
Claimant not entitled to Pension Credit.....	P1.370
Date of claim.....	P1.371
Claimant already receives Pension Credit.....	P1.420
HB/CTB not awarded/stops	1.440
Follow-up action on initial claim.....	1.460
Changes of circumstance	1.480
Changes notified to local DWP office	1.481
Changes notified to LA	1.483
Termination of IS/JSA(IB) award	1.485
Providing photocopied or scanned evidence to The Pension Service.....	1.500
Process.....	1.502
Collection and recording of evidence	1.503
Querying information provided by local DWP offices.....	1.510
Delay in paying HB/CTB – possible hardship.....	1.530
Enquiries from local Jobcentre Plus offices – funeral payments.....	1.550
Direct payments from IS, JSA or Pension Credit.....	1.570
Criteria for direct payment	1.573
Arrears to be counted	1.576
Information to be provided by LA landlords.....	1.578
Decision on request for direct payments from IS/JSA(IB)/Pension Credit	1.580
Priority order for deductions	1.600
Amount to be deducted and paid direct	1.604
Minimum amount of IS, JSA(IB) or Pension Credit payable.....	1.605
Arrangements for payment of deductions to LAs.....	1.606
Circumstances when direct payments will cease	1.608
Deductions no longer needed for arrears.....	1.610
When deductions for on-going service charges can continue.....	1.611

DWP Return section

Section three

To (LA name)

.....ID.....

Name of claimant

NINO

DOB/...../.....

Address

.....
.....

Partner

NINO

DOB/...../.....

H/B Ref number.....

IS awarded from/...../.....

JSA (IB) awarded from/...../.....

JSA (C) awarded/...../.....

IS/JSA NOT awarded/...../.....

Date IS/JSA Claim made/...../..... No IS claim made (tick box if applicable)

Is claimant currently subject to sanctions? *YES/*NO

JSA "revised entitlement dates" Ongoing? *YES/*NO

Amount of weekly benefit awarded

--

Annex O

Details of any deductions
(Include start and end dates)

Remarks

Officer dealing with claim

Extension Date.....

PROFORMA LA17

This proforma is for use when discrepancies are found on the RAT system.

1. Section One is to be completed with the details of the Housing Benefit/Council Tax Benefit claim:
 - Name
 - National Insurance Number (NINO)
 - Date of birth (DOB)
 - Date of Claim for HB/CTB
 - Partner's name
 - Partner's National Insurance Number (NINO)
 - Partner's
 - Date of Birth (DOB)

2. Section Two is to be completed by the Local Authority when there are any discrepancies to that information given in Section One found on the RAT system:
 - **Information required** - discrepancies found e.g. name, date of birth etc.
 - **Officer sending request** - name of RAT user requested details
 - **Date** - date request sent to DWP
 - **For DWP use only, Section Three returned** - this is to be used by DWP once they have gathered the requested information and retained at DWP
 - **Officer dealing with claim** - this is the name of the officer sending the details back to the Local Authority

3. Section Three is used by your DWP office. This section confirms IS/JSA claim details about the claimant and any additional requested information or discrepancy found. The DWP officer's name and contact number to be included for LA contact purposes.