

This table indicates **YES** when you must send extra evidence to the LA for customers claiming HB/CTB. In all other cases continue to verify the evidence and record on CMS.

Primary Benefit awarded	ID and NINO Customer	ID and NINO Partner	All other current income	Capital	Expenses for employees	Non-dependant income	Rent (for tenants of private landlords only)
Income Support	NO	NO	NO	NO	NO	YES	YES
JSA (IB)	NO	NO	NO	NO	NO	YES	YES
JSA (Cont)	NO	YES	YES	YES	YES	YES	YES

Original documents must be seen and verified for customer and partner

- Evidence seen of **ID, NINO, income, savings** and **expenses for employees** should be recorded on CMS. These details appear on the LAID which LA's should then use. These documents **do not** need to be copied and forwarded to the LAs.
- Proof of non-dependant income and rent (for private tenants) must be requested
- Original documents must be seen, copied and stamped "original document seen" for the LA

- If evidence not provided, tell the customer what is needed (use guide overleaf)
- Record what you have received on the HBEC – tick in the left columns
- Record what you have not received but have asked the customer to bring on the HBEC – tick in the right columns
- Give a copy of the HBEC to the customer
- Send the LAID, photocopied evidence and HBEC together to the LA

See overleaf for acceptable documents you should request for Housing and Council Tax Benefit

Proof required from Housing Benefit and Council Tax Benefit customers

Identity

2 documents for both customer and partner

- Birth Certificate
- Marriage Certificate
- Passport, Full Drivers Licence
- Divorce/Annulment/Separation Document
- Utility Bill
- Medical Card
- Letter from Doctor, Solicitor, Probation Officer
- UK Residence Permit
- Benefit or Tax Credit award notification letter

This is not a definitive list (and most income/savings documents count)

National Insurance Number

1 document for both customer and partner

- P45, P60, wage slips
- Letter from DWP, Inland Revenue

Capital (over £6,000)

- Last two months bank statements showing all transactions for all accounts held.
- Building Society book showing up to date balance and last two months transactions
- Documents showing proof of ownership e.g. share certificates, premium bonds, national savings certificates etc.

Wages

- Last 5 consecutive weekly payslips
 - Last 2 consecutive monthly payslips
 - Last 3 consecutive fortnightly payslips (No brown envelopes as verification of wages)
- If no payslips – the LA has designed an “Employers Certificate of Earnings” form which can be issued to the customer for their employer to complete

LA s should get proof of the following from CIS:

- Income Support
- Jobseeker’s Allowance IB and Cont.
- Tax Credits
- Incapacity Benefit
- ESA
- Pension Credit
- State Retirement Pension
- Bereavement Allowance
- Maternity Allowance (state)
- Severe Disability Allowance
- Widows Benefit AA or DLA if in payment with any of the above.

Expenses

Childcare

A document or letter from the childcare provider (with OFSTED or Care Commission (Scotland) registration number) showing the number of weeks per year that childcare is provided and the cost of the care for each individual child

Private Pension Contributions

A letter detailing contributions paid.

Self – Employed

- Last full years accounts
- If customer has been employed for less than 12 months - accounts from start of business to date
- If customer has just started trading - a signed statement from customer forecasting their predicted income

If accounts are unavailable the LA has designed an Income and Expenditure form which can be issued to customer to complete.

Rent (proof not needed for Council Tenants)

- Tenancy Agreement (preferable)
 - Letter from Landlord confirming name and address of landlord, amount of rent payable, frequency of rent and any service charges included
 - Rent Book or Rent Receipts
- If customer does not have these issue a Landlord Declaration Form and ask them to send it back to the LA.

Other income

- Bank statements showing income and origin of income.
- Official letter

Non-dependants income

Proof not needed if customer or partner gets Attendance Allowance, Disability Living Allowance (Care rate) or if registered blind.
Otherwise: a recent payslip and record of hours worked per week or proof of benefits or proof they are a full time student.