

Employment and Support Allowance (ESA)

Local Authority Claim Information (LACI) Document

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1 Introduction

- 1.1 The Local Authority Claim Information (LACI) document was introduced in October 2009 as part of Release 1.2 of the Employment and Support Allowance (ESA) computer system. The Customer Account Management (CAM) system populates a LACI with relevant information provided by the customer to support the HB/CTB claim. The LACI is then sent directly to the relevant Local Authority (LA).
- 1.2 LA's implement their own existing processes following receipt of the LACI document, for example, accessing the Customer Information System (CIS) to check information on the primary benefit(s) claimed alongside HB/CTB.

2 General Principles

- 2.1 The LACI contains information that is relevant to each individual customer and their circumstances. Some information is only gathered depending on the answer given to the initial question in each section. For example, if the customer states that they are not employed all the other questions relating to employment are by-passed. On the LACI the answer 'No' will appear against the lead question *'Employed or self-employed on or after the date from which customer is claiming?'* No further questions or data will appear in this section relating to the customer.
- 2.2 The initial question that is output on the LACI for each section applies to both the customer and partner (if applicable). If the partner has relevant information in each section this will be shown under the sub-headings for the partner. For example, if the customer states that they are not employed but the partner is, sub paragraphs containing the partner's employment details are output on the LACI. However, "Yes" will appear against the lead question. See example extract below. If the partner is not employed "No" will appear against the lead question and no further questions or data relating to the customer or partner will appear.

Employment

Employed or self employed on or after the date from which customer is claiming?

Yes

PARTNER EMPLOYMENT STATUS

Employment Status:

Employee

PARTNER EMPLOYER'S DETAILS

Name:	Oxfam
Telephone Number:	0161 666666
Fax Number:	0161 636363
Email Address:	fanshop@hotmail.com
Address:	Gateway House Gateway South Avon BA1 1XX United Kingdom
Contact Name:	Doreen Wilson
Contact Number:	0161 777777

PARTNER CURRENT EMPLOYMENT INFORMATION

Job Title:	Shop Assistant
Employed in Specialist Occupation?	No
Staff/Payroll Number:	5569
Department:	Book Department
Number of Contracted or Average Hours Worked in a Week:	7
Number of Hours Currently Worked in a Week:	30
Number of Hours Currently Worked in a Week Verification:	V
When Did Partner Start Working Reduced Hours?	27 October 2008
Is Employment Temporary?	No
Employment Start Date:	27 October 2008
Employment End Date:	27 October 2009
Date Last Worked?	27 October 2009

Expected Return to Work Date Known?	
Expected Return to Work Date:	

PARTNER EMPLOYMENT PAYMENT DETAILS

Paid For Absence?	No
Payment Amount:	
Payment Frequency:	
Paid For Current Work?	No
Payment Frequency	
Method of Payment:	
Net Pay:	
Earnings Verification:	
Weekly Hours Worked:	
Last Pay Rise:	
Next Pay Rise:	
Any Unpaid or Voluntary Work?	
Reason For Unpaid Work:	
Any Expenses For Unpaid or Voluntary Work?	No
Expenses For Unpaid or Voluntary Verification:	
Directly Involved in Trade Disputes?:	No

2.3 The LACI outputs multiple sets of data, for example, if a customer has more than one dependant, information for each dependant will be included on the LACI. (See Appendix 1 for how many sets of data can be captured under relevant sections).

2.4 Each main section is divided up into sub-sections, each with their own sub-heading containing a sub-set of data. If any field within a sub-set of data is populated then all fields within that sub-set are output on the LACI, this may mean that blank fields are output. However, it is clear whether these fields

should contain data or not. For example, in the “*Customer Additional Details*” sub-section, if the answer to the question “*Payment Towards Upkeep of a Student(s)?*” is “No”, then the two following fields “*Amount Towards Upkeep of a Student(s)*” and “*Frequency of Payment Towards Upkeep of a Student(s)*” appear on the LACI, however the data fields will be blank. See example extract below.

CUSTOMER ADDITIONAL DETAILS

Severely Mentally Impaired?	No
Pays Towards Upkeep of a Student(s)?	No
Amount Towards Upkeep of a Student(s):	
Frequency of Payment Towards Upkeep of a Student(s):	
Changed Address in Last 12 Months:	No
Last Address:	
Last Address Details:	
Currently Living Away From Home?	No

2.5 If any fields appear blank and the LA requires the information then it will be the LA’s responsibility to gain the information from the customer. Jobcentre Plus will have asked the customer for the information during the data gather process, however the customer will not have provided the information before Jobcentre Plus closed the ESA claim on the CAM system. The LACI is sent automatically when the case is closed on the CAM system. In most cases, however, all the relevant information for LAs will have been gathered.

2.6 However, if the customer withdraws their claim to primary benefit then JCP may not have completed the full data gather process. The LACI may therefore not contain all the information the LA needs to assess the HB/CTB claim.

3 Format of the LACI

3.1 The layout of the LACI was agreed with members of the LA User Group, made up of approximately 30 LA staff. This group was initially set up to provide input into the development and introduction of the Customer Management System.

3.2 All LA's now have a secure network (GCSX/GSX) and are e-enabled to receive the LACI electronically by Portable Document Format (PDF).

3.3 If electronic transfer cannot take place the LACI will still be sent to the SDC via overnight batch. It will then be printed off and issued to the appropriate LA in paper format first class. This is also the format for contingency, if required. In exceptional circumstances if a further copy of a specific LACI is required, this is available via the relevant contact at the Benefit Delivery Centre.

4 General Content

4.1 The LACI pages contain a header showing the customer's first name and last name and also a footer showing the page number ie. "Page 3 of 12"

4.2 Relevant sections have a separate data field for verification. This field is populated with either a "V" for verified or "NV" for not verified. JCP only ask for verification of information relating to the ESA claim, this may include mutual evidence for both JCP and the LA. However, evidence solely required for the LA will not be requested by JCP.

5 Specific Content

5.1 See Appendix 1 – LACI Template, for full details of the content of the LACI.

5.2 The front page of the LACI has been designed to provide important, basic information about the claim. It shows the:

- LA address that the LACI has been sent to
- initial date of contact
- customer NINO
- customer surname and first name
- tenancy type (Private/Local Authority/Housing Association/Other)
- date the LACI was generated
- claim type (HB/CTB or CTB or HB)
- customer's decision on giving permission to disclose information to their landlord.
- customer's residential address

ESA Claim Type

5.3 The date shown in the "Date Claiming From" field may show an earlier date than the "Date Claim Made" field, this is when the ESA claim is a backdated claim. No specific reason for backdating the ESA claim is shown on the LACI.

About Customer

5.4 If the customer has a "real name" and a "requested name" it is the "real name" that appears on the front page of the LACI. The requested name is shown in the "Customer Details" section.

5.5 The “Address End Date” is connected to residential/correspondence address status. Correspondence addresses take priority over residential addresses except where the correspondence address has an end date.

Housing Details

5.6 The Landlord and Landlord Agent name details have a single name field. This allows the Landlord/Landlord Agent’s name or Company name to be input.

Method of Payment Details

5.7 The customer does have the option to have their HB paid to the Landlord if they are renting from a “Housing Association” or “Other”. A drop down menu with options of Customer, Landlord, Partner and Other is available from which the customer can select who they want their HB paid to.

LACI Notes

5.8 The LACI has a “Notes” facility. This facility allows any Notes that are on the CAM and any Notes on the Jobcentre Plus legacy system (JSAPS), that are relevant to the HB/CTB claim, to be included on the LACI. It allows this additional information to be included on the LACI to assist LAs in the processing of the customer’s HB/CTB claim. If there are any Notes applicable to the customer’s claim to HB/CTB then the paragraphs appear at the end of the LACI as below, multiple Notes can be output. These paragraphs will not appear if there are no Notes relevant to the LAs.

CAM NOTEPAD

Date Created:	<input type="text" value="Date Created"/>
CAM Note:	<input type="text" value="CAM Note"/>

JSAPS NOTEPAD

Date Created:	<input type="text" value="JSAPS Date Created"/>
JSAPS Note:	<input type="text" value="JSAPS Note"/>

6 Additional Information

6.1 The LACI does not show “ethnicity” details

6.2 From ESA Release 10.1 (31st May 2010), further system changes are being implemented. These will not be visible to the LAs however they will improve the amount and quality of the data output on the LACI, they are:

- 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
- introduction of validation to ensure all HB/CTB screens are visited

6.3 In addition, a further ESA Release 10.1 change will ensure that if a customer is currently receiving or is in the process of claiming both HB and CTB then both the HB and CTB gather will cease and a LACI will not be produced. However, if the customer is currently receiving or is in the process of claiming just one of these benefits ie. either HB or CTB, then the relevant data gather will only continue for the other benefit eg. if the customer is currently receiving or in the process of claiming CTB but still want to claim HB then the data gather for HB only will continue. A LACI will be produced containing the data relevant to the HB claim only.

7 Appendix 1 – LACI Template

7.1 The link to the LACI template can be found under the heading 'ESA Guidance' at: <http://www.dwp.gov.uk/local-authority-staff/housing-benefit/claims-processing/closer-working-with-dwp/employment-and-support-allowance/>