

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

Colour coding for the updates:

- Awaiting a decision
- Agreed
- Decisions made since last update

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
27.04.20	JCP Support – new web sites	<p>Please see the links to two new websites offering help &amp; advice to employers &amp; their employees on a range of currently highly relevant topics.</p> <p>The first link is aimed &amp; both employers &amp; their employees &amp; offers guidance on a range of topics which includes redundancies &amp; how to make a claim for those former or furloughed employees who will need to.</p> <p>The second link is specifically aimed at those now looking to seek work &amp; gives some hints &amp; tips on how to.</p> <p>Both are still developing so the latest updated information will be added frequently, however both aim to provide to targeted, user-friendly information to assist in the meet the current climate.</p>	<p><a href="https://employerhelp.dwp.gov.uk/support-from-jcp">https://employerhelp.dwp.gov.uk/support-from-jcp</a></p> <p><a href="https://jobhelp.dwp.gov.uk/">https://jobhelp.dwp.gov.uk/</a></p>	27.04.20
22.04.20	Release of prisoners	As part of the government’s strategy to support people affected by COVID-19, the Ministry of Justice has made	<p>✓ The expectation is that most people released as part of the first tranche will claim UC unless they are placed in temporary accommodation, in which case they can claim HB.</p>	22.04.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
		provision for the urgent temporary release of prisoners to allow for the safe running of the prison estate.  Circular A8/2020	<ul style="list-style-type: none"> <li>✓ The effect of the change is to allow the prisoners on temporary release to be treated as if they are not prisoners and therefore allow them to claim HB subject to them meeting the usual conditions of entitlement to HB.</li> <li>✓ This amendment ceases to apply 8 months from 13 March 2020.</li> </ul>	
17.04.20	UC CTR claims – amended	Please be aware that with immediate effect when we receive a New Claim UCINFO we can treat this as the new application CTR, meaning we will not need to send an invite to claim CTR.	<p><b>Updated 17.04.20:</b></p> <ul style="list-style-type: none"> <li>✓ <b>Claims up to 31 March 2020 – customer need to complete a CA-Bens new claim to ensure correct information is captured as UC may include their last pay (march) within their assessment.</b></li> <li>✓ <b>Claims from 1 April 2020 – to use UCINFO as claim – as there should be no pay from April</b></li> <li>✓ Please note that you will need to check if a non-dep is listed on the application, what their income is and what capital has been verified. Customer/partner capital and non-dep income</li> <li>✓ Is it just Monday following new claim date? Or batch date?. Monday following the date the Universal Credit claim is made (as this is the true DOFC)</li> <li>✓ If someone rings or emails saying they have made or going to make a claim for UC do we still need to get them to complete an online CA form or do we just note it on CTAX account notepad and wait for the new claim UC doc to come through. Robs Advice on this is, if someone calls prior to making a claim for UC, we should advise them to claim CTR as there may be a reason they delay making a claim for UC (e.g. no bank details). I wouldn't tell someone they don't need to make a CTR claim as they may complete the UC app incorrectly and we are then reliant on the UC document coming through, which isn't 100% guaranteed. The advice surrounding UCINFO new claim documents is to be reactive</li> </ul>	17.04.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
			that the customer has signed a declaration and want to claim CTR, without having to complete a new form or send an invite.	
16.04.20	Universal Credit – existing gateway	People applying for Universal Credit will now be able to use their existing Government Gateway account to confirm their identity, helping to speed up their claim.	The announcement can be found here: <a href="https://www.gov.uk/government/news/universal-credit-claimants-to-verify-identity-through-government-gateway">https://www.gov.uk/government/news/universal-credit-claimants-to-verify-identity-through-government-gateway</a>	17.04.20
16.04.20	Fraud Advisory Panel	Fraud Advisory Panel has set up a coronavirus fraud watch group which is a cross-sector and cross-industry coalition of trusted partners, including the Cabinet Office and City of London Police, who meet weekly to share information on emerging fraud threats and trends. It aims to act as a conduit to warn the public, private and third sectors about coronavirus fraud risks and the preventative actions that can be taken.	For advice and updates please see the website: <a href="https://www.fraudadvisorypanel.org/covid-fraud-watch-group/">https://www.fraudadvisorypanel.org/covid-fraud-watch-group/</a> ✓	16.04.20
10.04.20	New style JSA	May be able to claim New Style Jobseeker’s Allowance (JSA) with, or instead of, Universal Credit, depending on your National Insurance record.	<ul style="list-style-type: none"> <li>✓ If you’re unemployed or work less than 16 hours a week you may be able to get New Style Jobseeker’s Allowance (JSA).</li> <li>✓ New Style JSA is a fortnightly payment that can be claimed on its own or at the same time as <a href="#">Universal Credit</a>.</li> <li>✓ New Style JSA is a contribution based benefit. Normally, this means you may be able to get it if you’ve paid and/or been credited with enough</li> </ul>	10.04.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
			<p>National Insurance (NI) contributions in the 2 full tax years before the year you're claiming in.</p> <p><a href="https://www.gov.uk/guidance/new-style-jobseekers-allowance?utm_source=51853a95-ce13-49e1-897b-e8d0c54f3e7a&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/guidance/new-style-jobseekers-allowance?utm_source=51853a95-ce13-49e1-897b-e8d0c54f3e7a&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a></p>	
09.04.20	Claiming child benefit	Parents of new-borns will still be able to claim child benefit despite the outbreak of coronavirus. Even though General Register Offices remain closed for now, parents can still claim child benefit without having to register their child's birth first to ensure that they do not miss out.	<ul style="list-style-type: none"> <li>✓ First time parents will need to fill in child benefit claim form CH2 found online and send it to the Child Benefit Office. If they haven't registered the birth because of coronavirus, they should add a note with their claim to let HMRC know.</li> <li>✓ Further information: <a href="https://www.gov.uk/government/news/dont-miss-out-claim-child-benefit-by-phone-or-post-hmrc-tells-new-parents">https://www.gov.uk/government/news/dont-miss-out-claim-child-benefit-by-phone-or-post-hmrc-tells-new-parents</a></li> <li>✓ Form: <a href="https://drive.google.com/open?id=1kFrzY93VAq7nrm4pnH-xvOeuG1aOnGKy">https://drive.google.com/open?id=1kFrzY93VAq7nrm4pnH-xvOeuG1aOnGKy</a></li> </ul>	09.04.20
08.04.20	UC – Don't call us, we will call you	<p>People making new claims for Universal Credit will no longer need to call the Department as part of the process.</p> <p><a href="https://www.gov.uk/government/news/don-t-call-us-we-ll-call-you">https://www.gov.uk/government/news/don-t-call-us-we-ll-call-you</a></p>	<ul style="list-style-type: none"> <li>✓ People making new claims for Universal Credit will no longer need to call the Department for Work and Pensions (DWP) as part of the process. Instead, a frontline team will proactively call claimants if they need to check any of the information provided as part of the claim, as well as messaging them on their online journal to confirm details.</li> <li>✓ DWP will continue to make calls over the Easter bank holiday weekend, helping people complete their online claims and making sure the safety net catches those who need help.</li> <li>✓ Appropriate measures to protect people from fraud have been put in place to safeguard the new process.</li> </ul>	09.04.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
08.04.20	Debt management debts and deductions	Clarification: on what can and cannot be recovered CLAWD-6 Update – para 1-5 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ DWP debt management have suspended recovery of debt deductions from UC and legacy benefit OP's – for us, this means HB debt that DWP is collecting on behalf of LA's</li> <li>✓ Excluded from this is 3<sup>rd</sup> party deductions – which for us is rent arrears and council tax arrears</li> </ul>	08.04.20
07.04.20	Self-employed support	Support currently available	<ul style="list-style-type: none"> <li>✓ Deferral of Income Tax payments</li> <li>✓ HMRC Time to Pay service</li> <li>✓ Increases in Universal Credit and ESA (including the suspension of Minimum Income Floor</li> <li>✓ There is also a new HMRC helpline to will help businesses or the self-employed concerned about paying their tax due to Covid-19: 0800 0159 559</li> </ul>	07.04.20
07.04.20	Direct Earnings Attachments	CLAWD-5 Update – para 35 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ Direct Earnings Attachment (DEA) deductions to recover DWP benefit debt have been temporarily stopped due to the current crisis. Employers are being asked to not make any DEA deductions to employees' pay in April, May or June 2020.</li> <li>✓ DWP has received enquiries from LAs asking if they can continue with their own DEAs.</li> <li>✓ <b>Local decision: The decision that we have made is that no new DEA's will be applied for until the end of June at which point we will review the situation. Those customers that already have a DEA we are still recovering unless the customer or employer contacts us to advise that the DEA is causing financial hardship at which point we are suspending recovery.</b></li> </ul>	07.04.20
07.04.20	Child Care Costs	CLAWD-5 Update – para 24-25 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ The HB Regulations remain unchanged in terms of treatment of childcare costs. For claimants who are no longer paying a childcare</li> </ul>	07.04.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
			provider to care for their child, we recommend they treat these changes in the usual manner and remove childcare costs from their benefit claim. However, any additional amounts paid as part of a Tax Credit claim for childcare continue to be treated as income for HB purposes.	
07.04.20	Changes to earned income	CLAWD-5 Update – para 22-23 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ We have received queries about how to treat changes to earned income due to COVID-19 related circumstances; both where an employer has increased the rate of pay or included bonuses and where an employer has reduced the number of working hours.</li> <li>✓ <b>No changes to the HB Regulations are planned and such increases, decreases or bonuses should be applied to a claim in the usual manner for the period they relate to. This advice applies to both temporary or permanent changes to earned income.</b></li> </ul>	07.04.20
07.04.20	Job retention scheme – support for claimants who are employed	CLAWD-5 Update – para 13-21 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ The Chancellor announced on 20th March 2020 the coronavirus (COVID-19) Job Retention Scheme (CJRS) for employed workers who remain on payroll but are temporarily not working because their employer’s operations have been severely affected by coronavirus (COVID-19). The scheme allows employees of any UK employer to keep their job. The scheme is open for at least 3 months starting from 1 March 2020.</li> </ul>	07.04.20
07.04.20	Self-employed – self-employment income support scheme – impact on HB	CLAWD-5 Update – para 4-12 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ The Chancellor announced on 26 March 2020 the coronavirus (COVID-19) Self-employment Income Support Scheme (SEISS) for the self-employed. This scheme will allow self-employed workers to claim a taxable grant worth 80% of their trading profits up to a maximum of £2,500 per month for the next 3 months to cover the period March to May 2020. HMRC will pay the grant directly in one instalment in June 2020. The scheme might be extended if needed.</li> </ul>	07.04.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
07.04.20	Current advice for WTC claimants	CLAWD-5 Update – para 3 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ HM Revenue &amp; Customs (HMRC) colleagues have advised they will be updating their advice by 20 April 2020 relating to Working Tax Credits (WTC). In the meantime, current advice for claimants is as follows:</li> <li>✓ Claimants are advised not to update their working hours if they have reduced due to COVID-19, as HMRC are treating this as temporary and exceptional change.</li> <li>✓ Claimants should continue to report changes in income and increases in hours worked in the normal way. They must also continue tell HMRC if their childcare has stopped, reduced or increased.</li> <li>✓ If, after eight weeks, claimants have not returned to their normal hours they should Search COVID-19 support on <a href="http://www.gov.uk">www.gov.uk</a> for the most up-to-date advice.</li> </ul>	07.04.20
03.04.20	Debt Management and payment deduction programme	CLAWD-4 Update – para 6-8 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ deductions from Universal Credit (UC) and legacy for benefit overpayments will be suspended. This action will commence immediately but an IT solution will need to be implemented to stop some deductions so may take a while to complete</li> <li>✓ the transfer of Tax Credit debt from HM Revenue and Customs has already been suspended</li> <li>✓ recovery from estates will temporarily cease</li> <li>✓ the recovery of UC and Legacy Advances by deduction will remain in place for now</li> </ul>	03.04.20
03.04.20	DWP Counter Fraud and	CLAWD-4 Update – para 6-8 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ All activities associated with DWP fraud investigation and compliance, including Housing Benefit (HB) have been suspended.</li> </ul>	03.04.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
	Compliance activities		<ul style="list-style-type: none"> <li>✓ As a result, all appointments in connection with fraud and compliance have been cancelled. However, LAs should continue to make referrals in the usual way as these will be considered after normal business has been resumed.</li> <li>✓ The work of Serious and Organised Investigations will continue alongside monitoring for new and emerging threats.</li> </ul>	
01.04.20	HB Stop notices and MGP1LA	CLAWD-3 Update – para 10-11 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ LAs will only be sending MGP1LAs back to the UC service centre on one of four scenarios, where they have something to tell us. So, where there is no overlapping benefit or no HB in payment then the LA will not have to send a MGP1LA back to the UC service centre. This information and the new version of the MGP1LA is also available on Glasscubes. The new version of the LA Support Pack for LAs, as issued on 1 April 2020, also includes this update</li> </ul>	01.04.20
30.03.20	LA requests to the Valuation Office Agency	CLAWD-2 Update – para 47-49 CLAWD-3 Update – para 5-9 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ Due to the possibility of delays in the postal service, a reduced physical presence in Valuation Office Agency (VOA) offices and in the interest of expediting all HB claims as quickly as possible into payment all requests to the VOA from LAs must be sent via e-mail to:                             <ul style="list-style-type: none"> <li>○ <a href="mailto:dwpvaluations@voa.gov.uk">dwpvaluations@voa.gov.uk</a></li> </ul> </li> <li>✓ Any recently completed clerical forms should be scanned and then e-mailed.</li> <li>✓ All Rent Referral requests should also be done electronically as hard copies <b>will not</b> be actioned. LAs should e-mail Rent Referral requests to the NSO Helpdesk e-mail address. <a href="mailto:NSOhelpdesk@voa.gsi.gov.uk">NSOhelpdesk@voa.gsi.gov.uk</a></li> </ul>	30.03.20



Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
30.03.20	CIC for existing HB claimants	CLAWD-2 Update – para 30-36 CLAWD 3 Update – para 1-4 See HB COVID page in guidance manual for full details		30.03.20
30.03.20	New claims to HB	CLAWD-2 Update – para 26-29 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ Gateway conditions remain in place meaning that a new claim to HB may only be made by a Working Age claimant, who is:                             <ul style="list-style-type: none"> <li>○ in receipt of Severe Disability Premium (SDP), and/or</li> <li>○ living in temporary or specified accommodation</li> </ul> </li> <li>✓ New claims may also be made by a Pension Age customer who is not part of a Mixed Age Couple (unless they were in receipt of Pension Credit prior to 15 May 2019, as part of the same Mixed Age Couple).</li> <li>✓ As should consider applying the <b>payment on account</b> process in every rent allowance case where a claimant is unable to provide relevant evidence.</li> </ul>	30.03.20
30.03.20	HB Verification Advice – Trust and Protect	CLAWD-2 Update – para 19 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ LAs should inform claimants their evidence will be verified when it is possible to do so, and that any overpayments will be recovered and any potentially false declarations investigated.</li> </ul>	30.03.20
30.03.20	DA1500 – Notification of terminal illness	CLAWD-2 Update – para 9-12 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ Some staff in LAs receive these forms and send them to DWP by post. In light of the difficulties faced by many LA staff working from home, we have opened up a facility to allow the form DS1500 to be emailed to <a href="mailto:pip.e-ds1500@dwp.gov.uk">pip.e-ds1500@dwp.gov.uk</a></li> </ul>	30.03.20
26.03.20	Appeal hearings	CLAWD-1 Update – para 8 See HB COVID page in guidance manual for full details	<ul style="list-style-type: none"> <li>✓ Hearings in person will not be going ahead. The majority of hearings will now take place by telephone.</li> </ul>	26.03.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
26.03.20	HB claimants with no NINO	CLAWD-1 Update – para 1 See HB COVID page in guidance manual for full details	✓ When completing form DCI1LA, LAs must include six security questions from the list below. Answers should be taken from the claim data which has been provided on the HB application form – there will be a list to choose from	06.04.20
25.03.20	COL Rent Free Weeks for COL LAHRA	LAHRA rent free weeks from Xmas to the first two weeks of the weekly rent year (06/04/20-19/04/20).	✓ Work completed 4/4 letters will not issue – Housing will include HB update in their global comms to all tenants	04.04.20
25.03.20	Increased Income Disregard	Disregard from income that applies to the calculation of housing benefit where a person is entitled to working tax credit, or works for a specified minimum number of hours per week, is increased from £17.10 to £37.10. The increase takes into account the temporary increase in the basic element of working tax credit made by section 77 of the Coronavirus Act <a href="#">2020 (c. 7)</a> . The regulation takes effect on 6th April 2020 and ceases to have effect at the end of 4th April 2021.  This is also covered in A7/2020 circular	✓ Work completed 4/4 and letters will be issued to customers with new awards	04.04.20
25.03.20	Increased LHA Rates	LHA rates have increased from 2 April 2020	✓ Work completed 4/4 and letters will be issued to customers with new awards	04.04.20
25.03.20	COL Discretionary Rental Hardship Fund	COLC are going to deliver a discretionary hardship scheme to Council Tenants asap, - £100k will be delivered to the DHP pot from the HRA to achieve this.  Housing are requesting that all requests come in via email where possible, the email address for the inbox that they would like all queries to be sent to is-	✓ Agreed to administer this within housing - to keep it separate from the main DHP pot particularly for audit as it's under a different policy. ✓ Policy and application form shared with the team	03.04.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
		<p><a href="mailto:rentalhardshippayments@lincoln.gov.uk">rentalhardshippayments@lincoln.gov.uk</a>. If applicants don't have access to email then they are using 01522 873333.</p> <p>Customer to provide:</p> <ul style="list-style-type: none"> <li>Name, address, contact number and a brief summary of how their income has been affected by COVID</li> </ul> <p>For all other tenancy queries they are using- <a href="mailto:TenancyLandlordServices@lincoln.gov.uk">TenancyLandlordServices@lincoln.gov.uk</a></p> <p>They will aim to contact each applicant by phone within 3 working days to complete the full application / assessment form over the phone with them</p> <p>They will then make a decision with 14 days and notify them by letter.</p>		
03.04.20	DWP – Direct Earnings attachments	DWP are writing to employers to ask them to temporarily stop benefit debt repayments . They should not make any DEA deductions to their employees' pay in April, May or June 2020. They will be told if this will be extended.	Details are here: <a href="https://www.gov.uk/government/publications/direct-earnings-attachments-an-employers-guide?utm_source=0ee30902-3e05-40d6-b9b4-93e53f687dcb&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/government/publications/direct-earnings-attachments-an-employers-guide?utm_source=0ee30902-3e05-40d6-b9b4-93e53f687dcb&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a>	03.04.20
03.04.20	DWP – Recovery of benefit	In response to the COVID-19 outbreak, the Department for Work and Pensions has temporarily paused the recovery of benefit overpayments, for three months.	Details are here: <a href="https://www.gov.uk/government/news/recovery-of-benefit-overpayment-suspended?utm_source=aa0f69d8-46e6-496c-a00d-f1af6913d38d&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/government/news/recovery-of-benefit-overpayment-suspended?utm_source=aa0f69d8-46e6-496c-a00d-f1af6913d38d&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a>	03.04.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
	overpayment suspended	<p>DWP staff have been advised: Repayments of overpaid benefits have been temporarily stopped because of coronavirus (COVID-19).</p> <p>Claimants do not need to make any repayments until July 2020 at the earliest.</p> <p>Any money currently taken from benefits to repay an overpayment will stop automatically and restart in July at the earliest.</p> <p>Claimants should contact their bank to cancel repayments made by standing order for April, May and June.</p> <p>Claimants should stop repayments by bank giro credit or through online banking for April, May and June.</p>	<p>And:</p> <p><a href="https://www.gov.uk/government/publications/benefit-overpayment-recovery-staff-guide?utm_source=d27c265b-9652-4d89-adbb-0fd127ecd529&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/government/publications/benefit-overpayment-recovery-staff-guide?utm_source=d27c265b-9652-4d89-adbb-0fd127ecd529&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a></p>	
01.04.20	Claimant passes away due to COVID-19	How to process a claim when claimant passes away due to COVID-19	✓ Yes, I would say we need to still cancel the claim, just hold off on sending letters/overpayment recovery	01.04.20
31.03.20	Self-employed income	Treatment of self-employed customers who can no longer trade.	✓ UC customer with Self Employment within their assessment. You will continue to use the SEUC code and apply the SE income as per the UC doc. This code does not get affected by the CTS SE scheme of 16hrs / min wage applied. So, with this in mind, you are not required to add this to the spreadsheet as this will all be worked out for you by the DWP.	31.03.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
			<ul style="list-style-type: none"> <li>✓ <b>The only self employed claims you need to set to £0.00 (if the customer advises they are no longer trading) and add to the spreadsheet is any where the SE code is applicable.</b></li> <li>✓ With immediate effect, we need to apply £0.00 income from the date the customer advises they ceased trading (obviously CIC reporting timescales apply), with no end date.</li> <li>✓ Michelle has set up a spreadsheet for everyone to record any self-employed claims that you change.</li> <li>✓ In three months' time we will then review what is happening with self-employed customers and contact the customers, if necessary, using the information from the spreadsheet.</li> </ul>	
25.03.20	Evidence of employment ceasing	Information is needed to support the customer advising they have ceased work	<ul style="list-style-type: none"> <li>✓ If an employed current customer is unable to work due to Covid19, but remains employed , <b>please ask for something from the employer detailing from what date the customer has been unable to work</b>, this also needs to state whether the employer will be paying them anything at all</li> <li>✓ Advise the customer that once we have this - we will use 80% of the earnings currently on the claim, from the week after the date they were unable to work.</li> <li>✓ If a self-employed customer contacts – we take the date the customer tells us they have been unable to work from, as a change in their trading and remove the s/e income. Advise the customer to contact us once they are able to resume work. <b>Please complete a form with the customer re this change/ or ask for them to send an email to advise.</b></li> <li>✓ <b>In all cases clear notes are essential</b></li> </ul>	25.03.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
25.03.20	Change to households	How to deal with temporary changes to household members	<ul style="list-style-type: none"> <li>✓ If you have a customer contact us to advise that they have someone <b>temporarily moving into their household due to self-isolation etc then we will not make any changes to the claim as long as there is no intention for the person moving in to stay there permanently.</b></li> <li>✓ Likewise, if a household member removes themselves from the property, as long as they have the intention to return, we will not remove them from the claim.</li> </ul>	
25.03.20	HBOP Created – as HB ceased	How to deal with HBOPs created when HB ceases	<ul style="list-style-type: none"> <li>✓ If you create a new overpayment and the customer no longer qualifies for HB, <b>please pend the overpayment for 4 weeks – DO NOT sent an invoice.</b></li> <li>✓ You then need to <b>make a clear note on the claim</b> and make sure you create some sort of <b>reminder to go back and remove or re-pend the overpayment in 4 weeks time.</b></li> <li>✓ <b>If the customer is still on HB, please also pend the overpayment for 4 weeks as above.</b></li> </ul>	25.03.20
25.03.20	HBOP Recovery – ceased to 31.02.20	No active HBOP recovery will take place`	<ul style="list-style-type: none"> <li>✓ If someone contacts us to advise that they are currently in financial difficulty because of the current COVID-19 pandemic, then you can suspend (pend) overpayment recovery until 31.05.2020. Please make sure you pend something to remind you to remove the pend on the overpayment at the end of May.</li> </ul>	25.03.20
23.03.20	HBOP invoices	Are these being sent?	<ul style="list-style-type: none"> <li>✓ No - raise OP and hold recovery to review in 4 weeks</li> </ul>	23.03.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
			<ul style="list-style-type: none"> <li>✓ If someone contacts us to advise that they are currently in financial difficulty because of the current COVID-19 pandemic, then you can suspend (pend) overpayment recovery until 31.05.2020. Please make sure you pend something to remind you to remove the pend on the overpayment at the end of May.</li> </ul>	
20.03.20	Potential use of VEP for CTS claims – DWP Announcement	LA's have been asking if VEP can be used for CTS claims	<ul style="list-style-type: none"> <li>✓ No is currently the response from DWP.</li> <li>✓ VEP service remains available for purpose of verifying HB claims</li> </ul>	20.03.20
20.03.20	Benefit Cap update – DWP Announcement	Staff resources will affect benefit cap work undertaken by DWP	<p>Work will be prioritised as follows: -</p> <ul style="list-style-type: none"> <li>✓ Priority 1 – Benefit Cap Helpline</li> <li>✓ Priority 2 – LA Templates – these may not be cleared within 48 hours</li> </ul>	20.03.20
20.03.20	LHA Rates DWP Announcement	LHA rates to increase	<ul style="list-style-type: none"> <li>✓ These will be set at 30<sup>th</sup> percentile for HB and UC customers</li> </ul>	20.03.20
18.03.20	Framework Housing – COL and NK	Claims process has been reviewed	<ul style="list-style-type: none"> <li>✓ We are happy to accept electronic application forms for Housing Benefit which can be found on both websites – <a href="http://www.n-kesteven.gov.uk">www.n-kesteven.gov.uk</a> and <a href="http://www.lincoln.gov.uk">www.lincoln.gov.uk</a> - Our electronic application form does not require a physical signature and we are happy for you complete the application forms with your tenants over the telephone (a procedure we adopt with customers who cannot come into offices and have no access to the internet). However, I must stress that these applications MUST be completed with the tenant as the “electronic signature” on these forms is legally binding.</li> <li>✓ Licence agreements – we are happy to accept licence agreements with no signature from your tenants.</li> </ul>	20.03.20

Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
			<ul style="list-style-type: none"> <li>✓ Supporting Evidence For tenants in receipt of DWP benefits - Tenants in receipt of DWP benefits such as Universal Credit, Employment and Support Allowance, Income Support, we have the facility to obtain proof direct from the DWP, this proof will also be sufficient to satisfy our National Insurance Number and identity proof requirements for these customers.</li> <li>✓ Supporting Evidence for all other tenants – We will still require proof of National Insurance Number / Identification / Income etc. However, we are happy to accept scanned or photocopied images for all items at this time.</li> </ul>	
18.03.20	Access to Searchlight data	<p>All homeworkers need to ensure: -</p> <ul style="list-style-type: none"> <li>• That your authentication token will be securely stored</li> <li>• Your PIN is not divulged to anyone else</li> <li>• All steps possible are taken to prevent another person from accessing your account</li> <li>• If you suspend that your PIN has been compromised your PIN must immediately be re-set</li> </ul>	<ul style="list-style-type: none"> <li>✓ DWP are consulting with their Security and Risks teams regarding the Data Sharing Memorandum of Understanding (MOU)</li> </ul>	20.03.20
17.03.20	Subsidy claim form	Clarification on signature and deadline	<ul style="list-style-type: none"> <li>✓ <b>Electronic Signatures</b> – have been agreed to for 2019-20 claim</li> <li>✓ <b>Deadline 30 April</b> – still in place but no financial penalty if submission is later</li> </ul>	20.03.20
16.03.20	CTS and HB evidence	DWP announcement on 20 March that LA's can set out their own reasonable time for evidence to be provided to support a claim	<ul style="list-style-type: none"> <li>✓ For HB and CTS claims/changes, we are happy for customers to send a photograph or a scanned copy of an original document via email. This</li> </ul>	16.03.20



Appendix 3 – Revenues and Benefits Joint Committee – 10 September 2020 – Welfare Reform Update – COVID-19 Shared service support

HB/CTS & UC				
Date raised	Area	Details	Decision	Decision Date
			<p>should reduce the number of customers coming into the offices as well as reducing the handling of documents</p> <ul style="list-style-type: none"> <li>✓ For HB, in Shelter page 65, Para 5.14 "Councils usually expect you to provide original documents rather than copies, but can also accept evidence in electronic formats (circular G1/2016)". HB Regulation 83(1) and 86(1)</li> <li>✓ For CTR, Regulation 113 Subject to sub-paragraph (5), a person who makes an application, or a person to whom a reduction under this scheme has been awarded, must furnish such certificates, documents, information and evidence in connection with the application or the award, or any question arising out of the application or the award, as may reasonably be required by the authority in order to determine that person's entitlement to, or continuing entitlement to a reduction under this scheme and must do so within one month of the authority requiring him to do so or such longer period as the authority may consider reasonable.</li> </ul>	
16.03.20	CTS Date of Change	Currently, the CTS regs state that a change must be reported within 21 days and that the change will be made from the Monday following the date the change occurred however	<ul style="list-style-type: none"> <li>✓ There will be <b>no time limits</b> for <b>CTS claims only</b> for a change to be reported</li> </ul>	16.03.20
16.03.20	CTS Backdating	Backdating of <b>CTS claims only</b> will no longer be restricted to 1 calendar month. Any backdate requests received between now and 1st April will be considered under normal rules.	<ul style="list-style-type: none"> <li>✓ After the 1<sup>st</sup> April any backdate requests received can be considered for more than 1 calendar month but only as far back as to the 1<sup>st</sup> March</li> </ul>	16.03.20