

# Housing Benefit and Council Tax Benefit

## General Information Bulletin

Department for Work and Pensions, 1<sup>st</sup> Floor, Caxton House, Tothill Street, London SW1 9NA  
<http://www.dwp.gov.uk/housingbenefit/>

**HB/CTB G10/2009**

**8 June 2009**

<b>Contact</b>	Queries about the <ul style="list-style-type: none"><li>• technical content of this bulletin, contact details are given at the end of each article</li><li>• distribution of this bulletin, <b>contact Corporate Document Services Ltd Orderline</b><ul style="list-style-type: none"><li>- Email: <a href="mailto:orderline@cds.co.uk">orderline@cds.co.uk</a></li></ul></li><li>• bulletin in general, <b>contact Kath Murphy</b><ul style="list-style-type: none"><li>- Email: <a href="mailto:Kath.Murphy@dwp.gsi.gov.uk">Kath.Murphy@dwp.gsi.gov.uk</a></li></ul></li></ul>
<b>Who should read</b>	All Housing Benefit (HB) and Council Tax Benefit (CTB) staff
<b>Action</b>	For information

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# Electronic Transfer of HB/CTB Claim Data to LAs Project (e-Transfer Project) National Rollout

## Introduction

- 1 Following the success of the e-Transfer pilot, where Housing Benefit and Council Tax Benefit (HB/CTB) information is being sent electronically from Jobcentre Plus to ten LAs, the project is getting ready for the first stage of national rollout.

## National rollout

- 2 Rollout will begin in July 2009, when we will e-enable 28 LAs to receive LA Input Documents (LAIDs) from their associated Jobcentre Plus offices. The LAs and Jobcentre Plus offices that will be involved in this stage are listed below.

<b>Local Authority</b>	<b>Associated Jobcentre Plus Offices</b>
Aylesbury Vale	Berkshire, Buckingham and Oxfordshire
Babergh	Cambridgeshire and Suffolk
Barnet	North and NE London
Bassetlaw	Nottinghamshire
Blaenau Gwent	South Wales Valleys
Bristol	West of England
Caerphilly	South Wales Valleys
Cambridge	Cambridgeshire and Suffolk
Cannock Chase	Staffordshire
Cheltenham	Gloucestershire, Wiltshire and Swindon
Erewash	Derbyshire
Guildford	Hampshire & Isle of Wight
Harrogate	North East Yorkshire & Humber
Kings Lynn & W Norfolk	Cambridgeshire and Suffolk; Norfolk
Kingston Upon Thames	South London
Leicester	Leicestershire and Northamptonshire
Milton Keynes	Surrey and Sussex
NE Derbyshire	Derbyshire
Northampton	Leicestershire and Northamptonshire
North Warwickshire	Coventry and Warwickshire
Richmondshire	North East Yorkshire & Humber
South Derbyshire	Derbyshire
South Hams	Devon and Cornwall
Southwark	Lambeth, Southwark and Wandsworth
Spelthorne	Surrey and Sussex
St Helens	Merseyside
Tower Hamlets	City and East London
Trafford	Greater Manchester Central

- 3 e-Transfer uses the GCSx\GSx network to transport the information, and a new file server, known as a Data Transfer Application (DTA) has been developed to receive the electronic LAID in the LA. Government Connect (GC) is in the process of implementing the DTA to all LAs via EDS.
- 4 When the DTA has been installed and configured, the e-Transfer project will ensure that the LA has the all the necessary information to prepare for e- enablement. The preparation may take up to three weeks, after which the LA will be e-enabled. The LA will begin to receive electronic LAIDs via the DTA the day after they are e-enabled

## **Communications**

- 5 Communications from the project to LA Housing Benefits will be through the Single Point of Contact (SPOC) who will need to liaise with their IT team contacts. (GC will contact IT sections directly regarding the requirements for DTA installation).
- 6 Approximately one week prior to DTA installation, a letter will be sent to the LA and Jobcentre Plus SPOCs to advise of the date the LA will be e-enabled. At the same time an LA e-Transfer briefing pack will be issued, providing information about the changes to the process, anticipated impacts and action required by the LA.
- 7 In addition, the LA will receive a 'readiness checklist' which will need to be returned to the project the week before their e-enablement date, and a 'Go live proforma' to be completed after the LA has gone live.

## **In and Out of Work Project**

- 8 As far as is practical the rollout of e-Transfer will take place ahead of the rollout of the In and Out of Work (IOW) Project. This will not be possible in all cases due to technical issues in both projects. However, we are working closely with our colleagues in the IOW Project to ensure that wherever possible IOW will go live following e-Transfer go live. This will avoid staff having to be briefed on both a clerical IOW process (pre e-transfer) and an electronic one (post e-Transfer). Where sites are already operating the new IOW process, guidance will be provided on the changes to procedures brought about by e-Transfer.

## **Future national rollout**

- 9 Following successful rollout of the initial 28 LAs, rollout will continue to the remaining LAs in batches, following the completion of a GCSx connection and the installation of a DTA by GC. This is currently scheduled to be completed by October 2009.

## Contact

- 10 If you have a query about this subject, please e-mail the project at [QH.HBINFLOWSPROGRAMME@DWP.GSI.GOV.UK](mailto:QH.HBINFLOWSPROGRAMME@DWP.GSI.GOV.UK)

## Single Housing Benefit Extract Right Time Performance Information and Caseload Data

- 11 *HB/CTB Circular A3/2009* informed LAs about the issues affecting the Right Time performance information and asked for LAs to contact us to request their data as derived from the Single Housing Benefit Extract (SHBE). We stated that we may send further data to allow LAs to check the accuracy of this additional data. We have begun to send further data for December 2008 and January 2009 to the named contact. We are also re-sending the October and November 2008 data as some amendments may have been made following the first exercise. The data includes HB and CTB caseload figures for December 2008 and January 2009.

**Note:** The caseload figure relates to **live** claims at the **second Thursday** of each month, ie 11 December and 8 January and represent the number of **individuals** claiming HB/CTB on the count day. Claimants in receipt of both HB and CTB are counted in both the HB and CTB figure. Please note that the caseload figures are not final and are provided for quality assurance purposes only.

- 12 We will shortly be sending the data to the e-mail address of the person in each LA who made the original request for data. The named individual must keep the statistics secure. The data provided is **restricted for quality assurance purposes only**. This means the statistics must not be shared or released in any form outside of each LA
- 13 There are a small number of LAs that did not request performance information when the first SHBE exercise was carried out. If you did not request your data originally please contact
- LAs in **Scotland and Wales**: contact [Alby.Stone@dwp.gsi.gov.uk](mailto:Alby.Stone@dwp.gsi.gov.uk) to request your Right Time performance data
  - for LAs in **England**, who you need to contact depends on your Government Office Region (GOR). Please contact:  
[alby.stone@dwp.gsi.gov.uk](mailto:alby.stone@dwp.gsi.gov.uk) if your LA is in GOR
    - East
    - West Midlands

[philip.massey@dwp.gsi.gov.uk](mailto:philip.massey@dwp.gsi.gov.uk) if your LA is in GOR

- East Midlands
- North East
- South East
- South West

[martin.lister@dwp.gsi.gov.uk](mailto:martin.lister@dwp.gsi.gov.uk) if your LA is in GOR

- London
- North West
- Yorkshire and Humber

## Letting DWP know the results of your checks

- 14 Along with the data we have included a questionnaire relating to the statistics. Please complete the questionnaire if you want to tell us that your data is inaccurate. LAs who are content with their data do not need to respond. Please forward the completed questionnaire to [FDDMS.HBMSDIT@dwp.gsi.gov.uk](mailto:FDDMS.HBMSDIT@dwp.gsi.gov.uk) within twenty working days of receipt of the information.

## Statutory Instruments

- 15 The following Statutory Instrument (SI) has now been laid
- 2009 No.1181, The European Communities (Definition of Treaties) (United Nations Convention on the Rights of Persons with Disabilities) Order 2009, coming into force in accordance with article 1(2)
- 16 Copies of SIs can now be downloaded from DWP's own website <http://www.dwp.gov.uk/advisers/docs/lawvols/bluevol/> and the website of the Office of Publication Information <http://www.opsi.gov.uk/stat.htm>