

Housing Benefit and Council Tax Benefit Circular

Department for Work and Pensions

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HB/CTB A7/2010

ADJUDICATION AND OPERATIONS CIRCULAR

WHO SHOULD READ	All Housing Benefit (HB) and Council Tax Benefit (CTB) staff
ACTION	For information
SUBJECT	Data Take On and Processing Schedule (DTOPS) for the extraction and transfer of the Single Housing Benefit Extract (SHBE) from 29 March to 24 September 2010

Guidance Manual

The information in this circular does not affect the content of the HB/CTB Guidance Manual.

Queries

If you

- want **extra copies of this circular/copies of previous circulars**, they can be found on the website at <http://www.dwp.gov.uk/local-authority-staff/housing-benefit/user-communications/hbctb-circulars/>
- have any queries about the
 - **technical content of this circular**, contact
Email: IFDDMS.HBMSDIT@DWP.GSI.GOV.UK
 - **distribution of this circular**, contact Corporate Document Services Ltd Orderline
Email: orderline@cds.co.uk

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Data Take On and Processing Schedule (DTOPS) for the extraction and transfer of the Single Housing Benefit Extract (SHBE) from 29 March to 24 September 2010

Introduction

- 1 This circular refers to the transfer of the Single Housing Benefit Extract (SHBE) and contains
 - the Data Take On and Processing Schedule (DTOPS) for the extraction and transfer of SHBE data that will come into effect from week commencing 29 March 2010
 - an update on data collection processes
 - a list of current Housing Benefit Matching Service (HBMS) rules and national scans
 - contacts for SHBE and HBMS queries

Background

- 2 HB/CTB Circular A7/2009 provided the timetable and processes for transferring HBMS and SHBE data to the Department for Work and Pensions (DWP) for the period 30 March 2009 to 25 March 2010.

Decommissioning of the HBMS Extract

- 3 The SHBE is now the primary source of Housing Benefit/Council Tax Benefit (HB/CTB) data returned to the Department by local authorities (LAs). During 2009, the SHBE replaced the HBMS extract and is now the single source of HB/CTB data for all HBMS data matching activities. This follows the Information Directorate's (IFD's) long-standing commitment to reduce the burden of data provision on LAs.
- 4 A comprehensive testing process was implemented in March 2009, to ensure a seamless transition from the use of the HBMS extract to SHBE data for HBMS data matching. The first HBMS extracts were formally decommissioned in March 2009 and by summer 2009, over half of all LAs were required to submit SHBE data only to DWP.
- 5 Phase two of the HBMS decommissioning programme commenced in September 2009 following software releases by various suppliers to address data quality issues. By 31 December 2009, 99% of LAs had decommissioned their HBMS extract with the remaining few following in January 2010.

Data transfer procedures and data security

- 6 Pretty Good Privacy (PGP) data encryption software remains the current methodology by which data is transferred securely between LAs and DWP. The use of PGP for secure data transfer will be replaced by the Government Connect Secure Extranet (GCSX) in England and Wales and the Government Secure Extranet (GSX) in Scotland. Further details will be made available concerning the use of Government Connect for transferring SHBE data. **LAs are advised to continue to use the current PGP process for transferring SHBE data extracts to DWP until otherwise advised.**

General guidance

- 7 LAs should be aware that the timetable in *Appendix A* of this circular is for the transfer of the SHBE for a **six months period only**.
- 8 Care should continue to be taken to ensure that each extract is submitted to the correct email address and on the scheduled date. LAs are requested to check the schedule for any changes to their normal weekday for data transfer. SHBE data should continue to be transferred to IFD Housing Benefit Information Delivery Team (HBID) at Longbenton (see *Contacts* later in this circular for details).
- 9 For data matching purposes it is essential that data is as current as possible. Please ensure that the SHBE extract is extracted no earlier than one week prior to the transfer date. Dates for extraction and transfer are included in the DTOPS.
- 10 LAs are asked to ensure that the data extraction and transfer dates contained in this circular are taken into consideration when scheduling system downtime. HBID requires advanced notification when system downtime coincides with the data transfer date.
- 11 Due to the number of LAs submitting data extracts each week, HBID cannot guarantee that data can be transferred on alternative dates. LAs are asked to ensure that their Responsible Encryptor (RE) is aware of the timetable in *Appendix A*. If data is not available for transfer at the specified time, performance information and data matching may be missed for that month.
- 12 LAs will be advised if their data fails to load. This may result in performance information and data matching being missed for that month. LAs wishing to provide test data should contact HBID in advance of their scheduled data transfer date.
- 13 LAs should continue to send their HBMS result spreadsheets via PGP-encrypted email. Please refer to *Contacts* at paragraph 31.
- 14 LAs should continue to send their Housing Benefit Recoveries and Fraud spreadsheet via PGP-encrypted email. Please refer to *Contacts* at para 31.
- 15 For queries relating to the DTOPS, data quality, data incidents or to request a SHBE specification, please refer to *Contacts* at para 31.

Transfer of data via third party suppliers

- 16 Should an LA wish to sub-contract the sending of data to a third party supplier, the DWP will accept transfer of the SHBE via that supplier on the understanding that the Department's specified standards and procedures are strictly adhered to.
- 17 The responsibility for ensuring that data is transferred to DWP in the correct manner and at the correct time and that the requisite records of that transfer are maintained cannot be delegated to a third party and remains the responsibility of the owning LA.
- 18 LAs should therefore satisfy themselves that any third party supplier they use has the necessary processes in place to meet this requirement.
- 19 Should any LA wish to use a third party supplier they must notify the DWP in writing confirming their intention and accepting the responsibilities listed above. They should also give details of the supplier. These details should include the supplier's name together with the name, location, email address and telephone number of the supplier's Responsible Encryptor.
- 20 LAs wishing to use a third party supplier should email notification of their intention with details as above to IFD.SHBE@dwp.gsi.gov.uk .

Creation of new unitary councils in 2009

- 21 The creation of new unitary councils in 2009 has been reflected in the 2010 DTOPS.
- 22 The new unitary councils have been highlighted in bold. Where full system merges have not yet taken place, lower tier authorities should continue to provide an individual extract (on the date given for their unitary council) until the creation and transfer of a single unitary extract is possible.

Data quality reporting

- 23 The HBMS Data Integrity Team (HBMS DIT) continues to analyse the relevant key fields within each LA's SHBE to ensure data quality standards are met to achieve effective data matching. Where data issues are identified, a data incident will be raised and communicated to the LA via a report issued to the LA's Responsible Encryptor.
- 24 LAs are encouraged to address any issues promptly to ensure they receive the best results from HBMS data matching. HBMS DIT is available to provide technical assistance.
- 25 HBMS DIT will liaise directly with software suppliers where data quality issues are identified that are software related.

Risk scored reviews

- 26 In addition to HBMS referrals and national scans, risk-scored review (RSR) lists will continue to be produced from each LA's SHBE and issued via PGP-encrypted email. RSR lists contain an intelligence-led risk scoring methodology, designed to identify those HB/CTB cases that are most likely to contain a payment error. RSR files are normally processed and delivered prior to the issue of other data matching output.
- 27 From the commencement of the DTOPS (*see Appendix A*), all RSR lists will be issued in a text (.txt) format only. The withdrawal of the Excel version of the list will enable a speedier delivery of the RSR output file to LAs. Assistance on how to create the Excel file from the text document will be provided by HBMS DIT for those LAs who require the Excel version.
- 28 LAs that no longer require receipt of the RSR list due to the existence of their own risk scoring processes are asked to inform HBMS DIT.

HBMS data matching rules

- 29 HBMS referrals will be generated from a selection of the following rules

Rule	Description
CTBB001	Failure to declare payment of a Bereavement Benefit
CTBB002	Failure to declare Occupational Pension (using Bereavement Benefit data)
CTCT801	Concurrent CT claims by the same person within one LA
CTCT911	Concurrent CT claims by the same customer, cross-boundary matching
CTDB101	Failure to declare Industrial Injuries Disability Benefit
CTDL001	Failure to declare cessation of DLA/AA
CTIB005	Failure to notify a change of address (using IB data)
CTIB012	Incorrect rate of Incapacity Benefit declared
CTIB114	Failure to declare receipt of Incapacity Benefit
CTIC201	Failure of customer or partner to declare receipt of Carer's Allowance
CTIN001	Failure to notify a change of address (using CIS data)
CTIN004	Failure to declare the death of a customer (using CIS data)
CTIR102	Failure of customer or partner to declare capital of £6000 and above

Rule	Description
CTIR215	Incorrect rate of capital declared
CTIS005	Failure to notify a change of address (using IS data)
CTIS105	False declaration by customer or partner of receipt of Income Support
CTJS105	False declaration by customer or partner of receipt of JSA (IB)
CTJS055	Failure to notify a change of address (using JSA data)
CTJS212	Fraudulent CT claim on the basis that JSA (C) is in payment
CTPD001	Failure to declare customer in an English or Welsh prison for +13 weeks
CTPX001	Failure to declare starting work
CTRM101	Failure to declare a change of address (using Royal Mail Re-direct data)
CTRP004	Identifies a foreign address recorded on PSCS
CTRP103	Failure to declare receipt of State Retirement Pension by customer or partner
CTRP107	Failure to declare Occupational Pension (using Retirement Pension data)
CTTC001	Failure to declare receipt of Tax Credits (using HMRC Tax Credits data)
CTTC503	Failure to declare partner in household (using HMRC Tax Credits data)
HBBB001	Failure to declare payment of a Bereavement Benefit
HBBB002	Failure to declare Occupational Pension (using Bereavement Benefit data)
HBDB101	Failure to declare Industrial Injuries Disability Benefit
HBDL001	Failure to declare cessation of DLA/AA
HBIB005	Failure to notify a change of address (using IB data)
HBIB012	Incorrect rate of Incapacity Benefit declared
HBIB114	Failure to declare receipt of Incapacity Benefit by customer or partner
HBHB001	Concurrent HB claims by the same person
HBHB501	Identification of a 'Dependant' recorded on HB aged 19 and over
HBHB911	Concurrent claims by the same customer, cross-boundary matching
HBIC201	Failure of customer or partner to declare receipt of Carer's Allowance

Rule	Description
HBIN001	Failure to notify a change of address (using CIS data)
HBIN004	Failure to declare the death of a customer (using CIS data)
HBIR102	Failure of customer or partner to declare capital of £6000 and above
HBIR215	Incorrect rate of capital declared
HBIS005	Failure to notify a change of address (using IS data)
HBIS105	False declaration by customer or partner of receipt of Income Support
HBJS055	Failure to notify a change of address (using JSA data)
HBJS105	False declaration by customer or partner of receipt of JSA (IB)
HBJS212	Fraudulent HB claim on the basis that JSA (C) is in payment
HBPD001	Failure to declare customer in an English or Welsh prison for +13 weeks
HBPX001	Failure to declare starting work
HBRM101	Failure to declare a change of address (using Royal Mail Re-direct data)
HBRP004	Identifies a foreign address recorded on PSCS
HBRP103	Failure to declare receipt of State Retirement Pension by customer or partner
HBRP107	Failure to declare Occupational Pension (using Retirement Pension data)
HBTC001	Failure to declare receipt of Tax Credits (Using HMRC Tax Credits data)
HBTC503	Failure to declare partner in household (using HMRC Tax Credits data)

HBMS national scans

- 30 HBMS will also issue results from one scan each month from the list below
- Unchanged Earnings (HBHB401 / HBHB402)
 - Unchanged Tax Credits (HBHB403 / HBHB404)
 - Unchanged Incapacity Benefit (HBHB409 / HBHB410)

Contacts

31 For further help or information, please contact

SHBE

Data Transfer

leigh.armstrong@dwp.gsi.gov.uk (0191 216 2636)

Issues and Queries

IFD.SHBE@dwp.gsi.gov.uk

HBMS

Data Matching Queries

IFDDMS.HBMSDIT@dwp.gsi.gov.uk

(01253 688504 / 688506 / 688503)

HBRF

Data Transfer

malcolm.moran@dwp.gsi.gov.uk (0191 216 2674)

Issues and Queries

IFD.HBRF@dwp.gsi.gov.uk

Transfer of HBMS Results Spreadsheets

HP Enterprise Services - HBMS Service Management Team

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Timetable			Local Authority	LASER
Timetable Week	Data Extraction Dates (not before)	Data Transfer Dates		
Week 1			Barking & Dagenham	050101
Wednesday	31/03/10	07/04/10	Barnet	050102
	28/04/10	05/05/10	Bexley	050103
	26/05/10	02/06/10	Brent	050104
	23/06/10	30/06/10	Bromley	050105
	21/07/10	28/07/10	Broxbourne	011901
	18/08/10	25/08/10	Camden	040101
			Corporation of London (City of)	030101
			Croydon	050106
			Ealing	050107
			Enfield	050108
			Greenwich	040102
			Hackney	040103
			Hammersmith & Fulham	040104
			Havant	011707
			Havering	050111
			Islington	040105
			Lambeth	040107
			Lewisham	040108
			Sheffield	020304
			Southwark	040109
			South Buckinghamshire	010404
			South Oxfordshire	013103
			Vale of White Horse	013104
			Westminster	040112

Timetable			Local Authority	LASER
Timetable Week	Data Extraction Dates (not before)	Data Transfer Dates		
Week 2			Craven	017901
Tuesday	06/04/10	13/04/10	Darlington	011302
	04/05/10	11/05/10	Hambleton	017902
	01/06/10	08/06/10	Harrogate	017903
	29/06/10	06/07/10	Hartlepool	015701
	27/07/10	03/08/10	Leeds	020604
	31/08/10	07/09/10	Middlesbrough	015702
			Newcastle-upon-Tyne	020402
			North East Lincolnshire	017003
			North Lincolnshire	017004
			North Tyneside	020403
			Northumberland	012807
			Redcar & Cleveland	015703
			Richmondshire	017904
			Ryedale	017905
			Scarborough	017906
			Selby	017907
			Stockton-on-Tees	015704
			Wakefield	020605
			York	017908

Timetable			Local Authority	LASER
Timetable Week	Data Extraction Dates (not before)	Data Transfer Dates		
Week 2	07/04/10	14/04/10	Aylesbury Vale	010401
Wednesday	05/05/10	12/05/10	Bedford	010203
	02/06/10	09/06/10	Central Bedfordshire	010205
	30/06/10	07/07/10	Cheltenham	011601
	28/07/10	04/08/10	Cherwell	013101
	01/09/10	08/09/10	Chiltern	010402
			Cotswold	011602
			Dacorum	011902
			Forest of Dean	011603
			Gateshead	020401
			Gloucester	011604
			Hertsmere	011904
			Luton	010201
			Milton Keynes	010403
			Oxford	013102
			St Albans	011906
			Stevenage	011907
			Stroud	011605
			Swindon	013904
			Tewkesbury	011606
			Three Rivers	011908
			Watford	011909
			Welwyn Hatfield	011910
			West Oxfordshire	013105
			Wiltshire	013906
			Wycombe	010405

Timetable			Local Authority	LASER
Timetable Week	Data Extraction Dates (not before)	Data Transfer Dates		
Week 2			Basingstoke & Deane	011701
Thursday	08/04/10	15/04/10	Bracknell Forest	010301
	06/05/10	13/05/10	East Hampshire	011702
	03/06/10	10/06/10	Eastleigh	011703
	01/07/10	08/07/10	Elmbridge	013601
	29/07/10	05/08/10	Epsom & Ewell	013602
	02/09/10	09/09/10	Fareham	011704
			Gosport	011705
			Guildford	013603
			Hart	011706
			Isle of Wight	012103
			Mole Valley	013604
			New Forest	011708
			Newbury (West Berkshire)	010302
			North Dorset	011203
			Portsmouth	011709
			Reading	010303
			Reigate & Banstead	013605
			Runnymede	013606
			Rushmoor	011710
			Slough	010304
			Southampton	011711
			Spelthorne	013607
			Surrey Heath	013608
			Tandridge	013609
			Test Valley	011712
			Waverley	013610
			Winchester	011713
			Windsor & Maidenhead	010305
			Woking	013611
			Wokingham	010306

Timetable			Local Authority	LASER
Timetable Week	Data Extraction Dates (not before)	Data Transfer Dates		
Week 3				
Tuesday	13/04/10	20/04/10	Bromsgrove	018101
	11/05/10	18/05/10	Coventry	020502
	08/06/10	15/06/10	Dudley	020503
	06/07/10	13/07/10	East Hertfordshire	011903
	03/08/10	10/08/10	Herefordshire (Hereford City)	018102
	07/09/10	14/09/10	Malvern Hills	018103
			Sedgemoor	013302
			South Gloucestershire	015104
			South Hams	011106
			South Somerset	013305
			Taunton Deane	013303
			Teignbridge	011107
			Torbay	011108
			Torridge	011109
			West Devon	011110
			West Dorset	011206
			West Somerset	013304
			Weymouth & Portland	011207

Timetable			Local Authority	LASER
Timetable Week	Data Extraction Dates (not before)	Data Transfer Dates		
Week 3			Aberdeen	101501
Thursday	15/04/10	22/04/10	Aberdeenshire	101502
	13/05/10	20/05/10	Angus	101901
	10/06/10	17/06/10	Argyll & Bute	101801
	08/07/10	15/07/10	Clackmannanshire	101201
	05/08/10	12/08/10	Dumfries & Galloway	101301
	09/09/10	16/09/10	Dundee	101902
			East Ayrshire	101806
			East Dunbartonshire	101802
			East Lothian	101702
			East Renfrewshire	101808
			Edinburgh	101701
			Falkirk	101202
			Fife	101401
			Glasgow	101809
			Highland	101601
			Inverclyde	101810
			Midlothian	101703
			Moray	101503
			North Ayrshire	101807
			North Lanarkshire	101805
			Orkney Islands	090101
			Perth & Kinross	101903
			Renfrewshire	101812
			Scottish Borders	101101
			Shetland Islands	090102
			South Ayrshire	101811
			South Lanarkshire	101804
			Stirling	101203
			West Dunbartonshire	101803
			West Lothian	101704
			Western Isles (Comhairle nan Eilean Siar)	090103

Timetable			Local Authority	LASER
Timetable Week	Data Extraction Dates (not before)	Data Transfer Dates		
Week 4			Arun	013802
Monday	19/04/10	26/04/10	Ashford	016101
	17/05/10	24/05/10	Blaenau Gwent	071401
	14/06/10	21/06/10	Bridgend	071301
	12/07/10	19/07/10	Brighton & Hove	014101
	09/08/10	16/08/10	Caerphilly	071402
	13/09/10	20/09/10	Canterbury	016102
			Cardiff	071403
			Carmarthenshire	071202
			Ceredigion	071201
			Chichester	013803
			Conwy	071101
			Crawley	013804
			Dartford	016103
			Denbighshire	071103
			Dover	016104
			Eastbourne	014102
			Flintshire	071104
			Gwynedd	071102
			Merthyr Tydfil	071404
			Monmouthshire	071405
			Neath Port Talbot	071302
			Newport	071406
			Pembrokeshire	071203
			Powys	071204
			Rhondda Cynon Taff	071303
			Swansea	071304
			Torfaen	071407
			Vale of Glamorgan	071305
			Ynys Mon (Isle of Anglesey)	071106

Timetable			Local Authority	LASER
	Data Extraction	Data Transfer		

Timetable			Local Authority	LASER
Timetable Week	Data Extraction Dates (not before)	Data Transfer Dates		
Week 4			Babergh	013501
Wednesday	21/04/10	28/04/10	Basildon	011501
	19/05/10	26/05/10	Boston	012501
	16/06/10	23/06/10	Braintree	011502
	14/07/10	21/07/10	Breckland	012601
	11/08/10	18/08/10	Brentwood	011503
	15/09/10	22/09/10	Broadland	012602
			East Cambridgeshire	010502
			Forest Heath	013502
			Gedling	013004
			Harborough	012403
			High Peak	011006
			Hinckley & Bosworth	012404
			Kettering	012704
			Leicester	012405
			Lichfield	013403
			Mansfield	013005
			Melton	012406
			Newark & Sherwood	013006
			Newcastle-under-Lyme	013404
			North East Derbyshire	011007
			North West Leicester	012407
			Northampton	012705
			Nottingham	013007
			Oadby & Wigston	012408
			Rushcliffe	013008
			Rutland	012409
			South Derbyshire	011008
			South Northamptonshire	012706
			Stafford	013406
			Staffordshire Moorlands	013407
			Stoke-on-Trent	013408
			Tamworth	013409
			Wellingborough	012707
			Worham	071105
			Adjudication and Operations Circular	
				March 2010

Timetable			Local Authority	LASER
Timetable Week	Data Extraction Dates (not before)	Data Transfer Dates		
Week 4			Cambridge	010501
Thursday	22/04/10	29/04/10	Castle Point	011504
	20/05/10	27/05/10	Chelmsford	011505
	17/06/10	24/06/10	Colchester	011506
	15/07/10	22/07/10	East Lindsey	012502
	12/08/10	19/08/10	Epping Forest	011507
	16/09/10	23/09/10	Fenland	010503
			Great Yarmouth	012603
			Harlow	011508
			Huntingdonshire	010504
			Ipswich	013503
			Lincoln	012503
			Maldon	011509
			Mid Suffolk	013504
			North Kesteven	012504
			North Norfolk	012605
			Norwich	012606
			Peterborough	010505
			Rochford	011510
			South Cambridge	010506
			South Holland	012505
			South Kesteven	012506
			South Norfolk	012607
			Southend-on-Sea	011511
			St Edmundsbury	013505
			Suffolk Coastal	013506
			Tendring	011512
			Thurrock	011513
			Uttlesford	011514
			Waveney	013507
			West Lindsey	012507
			West Norfolk & Kings Lynn	012604

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Data pick up
Sunday					1		Week 1
Monday					2		Week 2
Tuesday			1		3		Week 3
Wednesday			2		4	1	Week 4
Thursday	1		3	1	5	2	Breaks
Friday	Good Friday 2		4	2	6	3	
Saturday	3	1	5	3	7	4	
Sunday	4	2	6	4	8	5	
Monday	Easter Monday 5	Bank Holiday 3	7	5	9	6	
Tuesday	6	4	8	6	10	7	
Wednesday	7	5	9	7	11	8	
Thursday	8	6	10	8	12	9	
Friday	9	7	11	9	13	10	
Saturday	10	8	12	10	14	11	
Sunday	11	9	13	11	15	12	
Monday	12	10	14	12	16	13	
Tuesday	13	11	15	13	17	14	
Wednesday	14	12	16	14	18	15	
Thursday	15	13	17	15	19	16	
Friday	16	14	18	16	20	17	
Saturday	17	15	19	17	21	18	
Sunday	18	16	20	18	22	19	
Monday	19	17	21	19	23	20	
Tuesday	20	18	22	20	24	21	
Wednesday	21	19	23	21	25	22	
Thursday	22	20	24	22	26	23	
Friday	23	21	25	23	27	24	
Saturday	24	22	26	24	28	25	
Sunday	25	23	27	25	29	26	
Monday	26	24	28	26	Bank Holiday 30	27	
Tuesday	27	25	29	27	31	28	
Wednesday	28	26	30	28		29	
Thursday	29	27		29		30	
Friday	30	28		30			
Saturday		29		31			
Sunday		30					
Monday		Bank Holiday 31					