

HB Alerts

Circular Reference:		G6 2010	
Subject:	General Information	Effective Date:	N/A
Summary ESA Customer Account Management (CAM) System Changes From the 31 st May 2010 release 10.1 will be installed which will make changes to the system that impacts on the information LAs will receive via LACI's. The release covers the following subjects: <ul style="list-style-type: none">• Outstanding HB/CTB Verification• ESA LACI document "Notes" field• Output of ESA LACI document• ESA LACI document "Landlord" and "landlord agent" field Full descriptions of the changes are given in the circular. In and Out of Work Process The national roll out of the In and Out of Work Process is now complete and is operating in all LAs and Jobcentres. The processes are now firmly established and the Customer Management System (CMS) guide for LAs has been updated accordingly. The circular details the escalation routes that should be used if any problems occur with the In and Out of Work Process however, LAs are reminded that they should contact their Jobcentre Local Liaison Officer's in the first instance. Additional Information This circular also includes information on the Statutory Instruments that have been laid before parliament. Circulars that have been recently released and updated material on the DWP website.			
Suggested Action Ensure all staff involved in the administration of HB & CTB are made aware of this information.			
Other References:			