

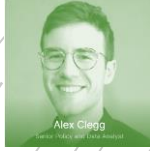
# Revenues and Benefits Discussion Group

13 February 2023



In  
Partnership  
with

**LA Directories**  
Limited

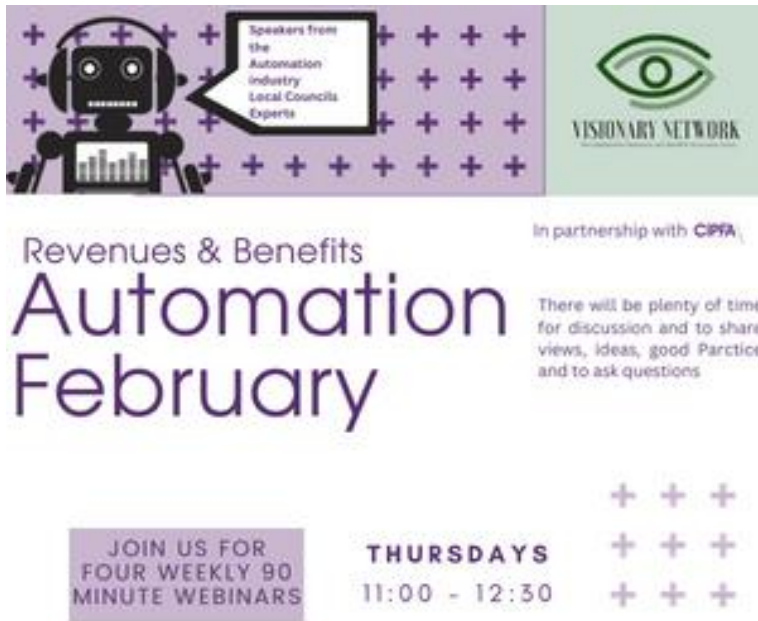


# Meet the panel

(not everyone is available every week)

- Naomi Armstrong, Benefits Cambridge City Council
- Laura Bessell, Benefits Manager, Oxford City Council
- Alex Clegg & Tylor-Maria Johnson, Policy in Practice
- Nicki Duckworth, EntitledTo, Marshalling
- Malcolm Gardner, Visionary Network, Chair
- Paul Howarth, Independent Consultant
- Gareth Morgan, CEO Ferret Information Systems
- Megan Shepherd, Mid-Sussex District Council
- Kevin Stewart, Erewash District Council
- Bob Wagstaff, PSPS (Boston, South Holland, East Lindsey)
- Liz Whitehead-Davis, Hexagon Housing

Any comments made by panellists are their own personal views and do not necessarily reflect the positions of their organisations.



Speakers from the Automation Industry Local Councils Experts

VISIONARY NETWORK

Revenues & Benefits  
**Automation February**

In partnership with CIPFA

There will be plenty of time for discussion and to share views, ideas, good practice and to ask questions

JOIN US FOR FOUR WEEKLY 90 MINUTE WEBINARS

**THURSDAYS**  
11:00 - 12:30

## 2/2 Week One

- 1) Gareth Morgan CEO Ferret Systems & Benefits of the Future -- RPA Issues
- 2) Daren Kelk, Ascendant Solutions -- Case study
- 3) Andrew Melvin, Director GovTech Solutions -- Case Study

## 9/2 Week Two

- 1) Ademola Adekunbi, Data protection & Information Security Leader, Data Privacy Advisory Service – Data Protection & Security Issues
- 2) Gemma Atkinson & Matthew Henderson, Newham LBC - DigiStaff Case Study
- 3) Tracey Stone, Director Welfare Together

## 16/2 Week Three

- 1) Zoe Charlesworth, Independent Consultant, Welfare Services – How far can the UCDS be used to automate benefit take-up?
- 2) Malcolm Gardner, Visionary Network – Automated Decision Making in Sweden's Welfare State
- 3) Daniel Pearce-- TelSolutions Case Study

## 23/2 Week Four

- 1) Malcolm Gardner, Visionary Network– Decision Bias in RPA
- 2) Jon Gibbs, Civica Case Study
- 3) TBC

To register:

<https://bit.ly/VNAF>

**CIPFA**

# Discussion Points



LHA Rates

Case law

Unfilled Precriptions



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“

clear & concise  
written  
schemes:  
**We make life  
easy!**

”



## Clear and Concise Council Tax Reduction Schemes

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## Clear and Concise Council Tax Reduction Schemes

Here are five good reasons for using our redrafted scheme:

- 1) **We do not change your scheme**, just demystify the language. But we offer advice if we feel that your scheme is not fully compliant with the regulations.
- 2) **Increased transparency** and better understanding of the scheme by the public: with a plain English scheme, the rules and conditions are more easily understood by both citizens and stakeholders alike. This helps to reduce confusion and misinformation, allowing people to make informed decisions about their council tax reduction entitlement.
- 3) **Easier administration**: a plain English scheme simplifies the application and assessment processes. This makes it easier for local authorities to administer and manage their scheme, leading to more efficient and cost-effective services.
- 4) **Increased access and compliance**: by using clear and concise language to explain the scheme, the public is able to access and understand the scheme more easily, potentially leading to increased take-up. This also increases compliance and reduces the number of potential appeals.
- 5) **Improved equity**: plain English schemes help to ensure that everyone is treated fairly, by clearly setting out the eligibility criteria and entitlement levels. This helps to reduce any potential inequalities that may arise from a lack of understanding of the scheme.

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Finding the  
right  
information  
has never been  
easier with



The law and practice relating to Welfare Benefits is complex, detailed, open to interpretation and endlessly dynamic

LA Directories Ltd is here to help professionals across England, Wales, Scotland and Northern Ireland correctly and efficiently identify and understand the ever-changing law and guidance that governs the calculation of entitlement to Housing Benefit, Rates (Northern Ireland), Universal Credit, Council Tax Reduction and Discretionary Housing Payment.

LA Directories Ltd takes the law and guidance relating to Housing Benefit, Rates, Universal Credit, Council Tax Reduction and Discretionary Housing Payment then interprets and consolidates it into three product ranges...

- The Benefits Directory - a web-based knowledge management solution
- The Training Directory - provision of open and in-house training courses at all levels
- Consultancy services

Local authorities across England, Wales and Scotland are using our services as well as the Northern Ireland Housing Executive.

E-mail [services.enquiries@ladirectories.com](mailto:services.enquiries@ladirectories.com)

Peter Davis, Marketing & Account Management

E: [peter.davis@ladirectories.com](mailto:peter.davis@ladirectories.com)

M: 07807 009 959

## Ferret Information Systems Ltd



Ferret Information Systems was established in 1987 and is the largest company in Europe in the field of law dealing with welfare benefits and similar areas of determinative, compliance, and regulatory law.



### our training services:

Ferret is well placed to provide training services and its team of specialists have wide experience of benefits and housing grant legislation. We also provide consultancy to organisations, companies and government on the impact of legislative and policy changes.



### our products:

Ferret produces a wide variety of systems, designed to provide support tools for advice workers, and also to provide information and advice directly to the public. Ferret specialises in a holistic assessment of financial circumstances relating to welfare benefits and tax credits entitlement, coupled with software development methodology which offers a high level of flexibility and rapid updating to reflect rule changes.



### our platforms:

Systems supported include network, desktop, laptop, mobile devices, Internet and Intranet systems, and a public access system in multi-lingual, multi-media form for touch screen kiosks and public access PC's.



### our customers:

Users of Ferret systems include government departments, local authorities, housing associations, CABx, HIA's and other advice agencies, universities, social welfare organisations, libraries, solicitors and financial advisers.

<https://www.ferret.co.uk/>

# A request

- Ferret, EntitledTo & Policy in Practice all have to update the CTR element of their calculators. All three have asked if you would you be kind enough to email copies of your 2023/24 schemes to [ctax@visionarynetwork.co.uk](mailto:ctax@visionarynetwork.co.uk)
- This will really help those vulnerable families who rely on their calculators for advice and to increase their incomes.

# End

Malcolm Gardner, Visionary Network Consultant

07946800171

mg@malcolmgardner.com



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# Join the discussion

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Each Monday lunchtime, a panel of professionals leads a discussion on revenue and benefits administration issues. The panel consists of council & housing officers, policy advisors, and analysts.

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It is a free service that is well attended. Attendees make good contributions; everyone gets a chance to speak. Attendees includes senior managers, team leaders, suppliers, and support staff

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You can join in the discussion during the week (and start some new ones) by joining our WhatsApp group: <https://bit.ly/3Qjrkqe>

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Links to the recordings and the slide packs plus other relevant documents will be posted into both the WhatsApp group and in the Teams Channel and emailed to those who attended and subscribers to the group.

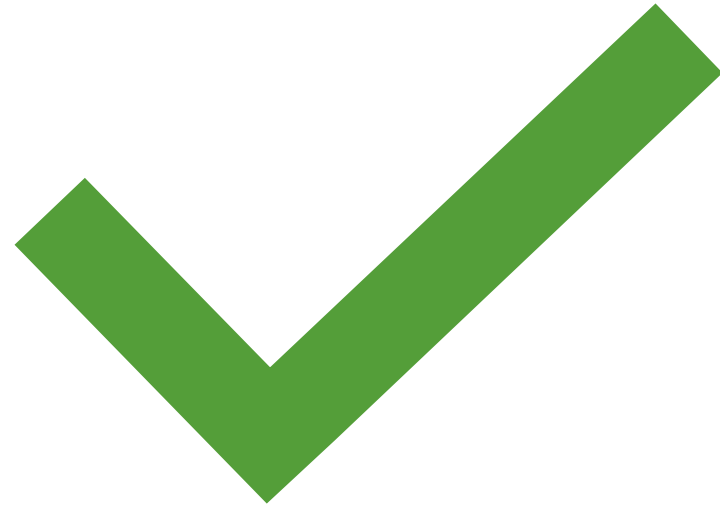
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To sign up just email [malcolm@visionarynetwork.co.uk](mailto:malcolm@visionarynetwork.co.uk) with your name, organisation and email address. We are inclusive because sharing information and good practice is essential. You don't have to attend every session; recordings will be available.

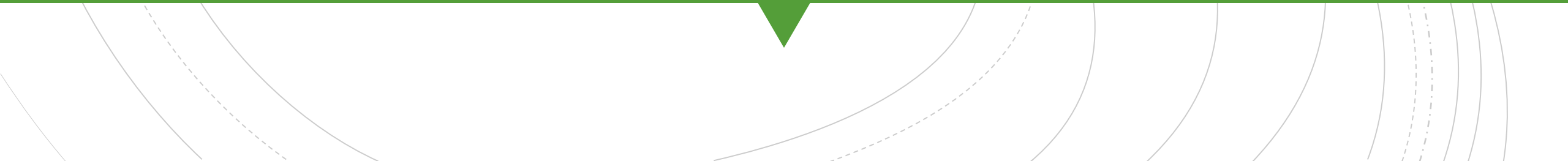


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# Discussion Points



## Low-income renters face geographic disparities due to housing freezes

- Low-income families living in rented housing are entitled to housing costs support, which can be up to 100% of their rent depending on their income.
- In contrast, the maximum support available to those renting privately is capped by their 'Local Housing Allowance' (LHA).
- A household's LHA rate is determined by its size and composition, as well as local rents.
- If a family's rent is higher than their LHA rate, their support will be based on this rather than their actual rent.
- Around 2 million private renting households receive housing support through Universal Credit or Housing Benefit across the country.

## Low-income renters face geographic disparities due to housing freezes

- LHA rates have been updated in different ways over the past decade.
- As of 2012–13, LHA rates were set at the 30th percentile of rent in the local area for each property size (based on rents in September the prior year).
- If their income and assets were low enough, a family on benefits could rent one of the cheapest 30% of homes in their area of the applicable size.
- In the subsequent seven years, LHA rates were increased by CPI inflation, 1%, and zero.
- Due to these decisions, the gap between actual rent and housing support grew.
- Furthermore, since rents do not grow equally across the country, this gap was much larger for families living in areas where they had grown rapidly than for those living in areas where they had grown slowly.

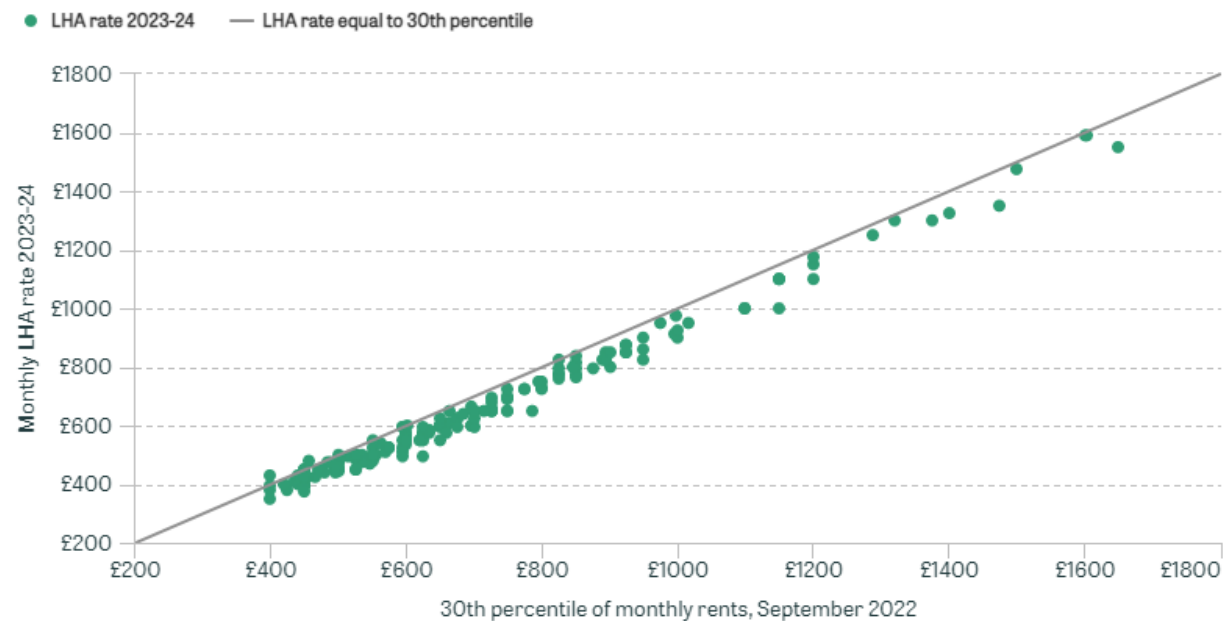
## Low-income renters face geographic disparities due to housing freezes

- In the wake of the COVID-19 pandemic, the government returned all LHA rates to the 30th percentile of local rents (as of September 2019), only to freeze them again every year.
- In 2023–24, this pattern of growing differences between rent and housing support, which varies arbitrarily across the country, will continue as announced by the government. According to data released on last Tuesday, rents for two-bedroom properties in the average area increased by 4% over the year and by 8% since 2019.
- Almost 1.1 million households will save £650 million by freezing LHA rates in 2023-24 compared to uprating them to match local rents.

# Distribution

Figure 1. 30<sup>th</sup> percentile monthly rents September 2022 compared to LHA rates 2023-24 for two-bedroom properties

Data and more



While the generosity of support has fallen relative to rents in almost all areas, the amount by which it has fallen varies widely, reflected in the figure by the dots not being arranged along a single line. This leads to bizarre consequences. For example, the 30th percentile of rents in Bristol is £100 more than in Newbury. But the amount of housing support that those who live in Bristol can receive is £12.50 less than those who live in Newbury.

# Shortfalls

- With rents generally rising over time, keeping LHA rates fixed over a number of years reduces the amount of support that is available to families.
- Among privately renting households in the bottom 40% of the income distribution, have shortfall in support relative to rent
  - i.e., the share of rent households must cover from other sources other than housing support.
- The first thing to note is that two-thirds of lower income privately renting households must cover at least a quarter of their rent from sources other than housing support
- One in four do not receive any housing support, meaning they face a shortfall of 100% and must cover their rent entirely from other income.
- If LHA rates were rebased using current rents, this would benefit 1.1 million households –
  - those who are entitled to housing support and whose rent is above their LHA rate
  - It would mean that the proportion of households with a shortfall of at least a quarter of their rent would fall 4.3 percentage points to 62%.

# Conclusion

- It's not easy to set housing policy in a world with a much larger private rented sector.
- Low-income families are increasingly exposed to the cost of private rent, and governments are spending more on housing support.
- Support for housing costs will remain unenviable from a political perspective.
- As well as its overall level, how support is structured matters, and the current approach makes little sense.
- Historical rent differences across the country are permanently baked in, while current rent differences are entirely ignored.
- This results in (increasingly) large and arbitrary variations in entitlements.
- As a result, while some low-income families will see almost no change in their share of housing costs, others will have to pay significantly more.
- Big gaps have already opened up in the space of just three years – they will only widen as time goes on.

# Royal pharmaceutical Society

- The Royal Pharmaceutical Society is saying that people affected by the cost of living crisis are not filling or refilling prescriptions.
- There is a low income help scheme run by the NHS
- Online application <https://services.nhsbsa.nhs.uk/apply-for-help-with-nhs-costs/apply-online>
- To apply, you must be at least one of the following:
  - A pensioner
  - a student
  - earning a wage
  - receiving state benefits
  - living in a care home
- Means tested
- Councils could sign-post



## Other News

# Council tax increases in three authorities criticised

- Council tax can be increased by an additional 5% by Thurrock Council and Slough Borough Council, and by 10% by Croydon Borough Council, on top of the 5% increase allowed next year (including 2% on the adult social care precept), without triggering a referendum, having requested permission from the government.
- The Department for Levelling Up, Housing and Communities published the final local government settlement on Monday.

# Council tax increases in three authorities criticised

- The government's decision has been criticised.
  - *'When a council fails, service users and council tax payers suffer, but it is central departments that have dropped the ball,' said Public Accounts Committee chair Meg Hillier.*
  - *"DLUHC needs much tougher oversight of council finances, particularly the incredibly risky projects councils have invested in, sometimes totally unrelated to the local area or needs, desperately trying to plug the budget holes after a decade of eye-watering cuts. Where else will the money come from? "*

# Council tax increases in three authorities criticised

- Hillier also said local government faces deeper problems that mean finances are at risk.
  - *"[The money] needs to be properly managed in the first place. Local public audit has effectively collapsed, leaving budget holders and taxpayers alike without critical oversight," she said.*
  - *"It's more crucial than ever that central government holds the ring."*
- Despite just three councils being affected, the policy 'reignites the need to discuss council tax reform', said Adrian Blaylock, lead revenue advisor at CIPFA.
  - *"Council tax is a regressive tax – it disproportionately affects those on the lowest incomes," he said.*
  - *"While local accountability is important there needs to be a balance and recognition of an individual's ability to pay.*
  - *"We would like to see a long-term funding settlement from central government that gives local authorities certainty during these incredibly difficult times."*



# ▼ The declining standards of public officials in recent years

- Cheshire East Council's external auditors have published a rare public interest report into historic governance issues. It highlights the decreasing standards of public officials.
- Grant Thornton released its statutory report last month, which found that between 2014 and 2015 the then-leader of the council attempted to bypass and override internal controls.
- Some of his behaviour was bullying, intimidation, and an attempt to get his way without recourse to normal procedures, according to the firm.
- After the leader resigned in 2015, the council suffered through three years of destabilisation.
- After a lengthy police investigation, the report was published in 2020.
- Even though most of the members and officers named in the report have moved on and the council's governance has improved, the report was necessary to highlight concerns about the wider sector.
- The underlying issues of culture and governance that GT report are relevant to today's local authority agenda.
- The problems with governance and culture outlined in the report are causing tensions across the country.
- "They are just as relevant today as they were in 2015."
- Recent statutory interventions and public interest reports have focused on poor governance and adherence to local government regulations, said Paul Dossett, Grant Thornton's head of local government.



# Case Law of Note

# R(K) vs SoS DWP

- This Judicial Review was heard last November but judgement was handed down last week

# What did the DWP get wrong?

- The claimant's application was wrongly assessed when they got the circumstances of the youngest child wrong.
- The claimant repletely informed the DWP of the error.
- When they eventually put it right the claimant had been overpaid in excess of £8.5k
- The review agreed that the overpayment was the DWP's fault
- But nonetheless the claimant had to go to tribunal to get the overpayment designated as official error
- As a result of a complaint the DWP apologised for "this profound lapse in service."

# Power to recover

- The Social Security Administration Act S71 defines the terms of recovery that HB officers are familiar with.
- This is the duty to recover an overpayment: You recover official error only if the claimant could be reasonably expected to know that they were being overpaid and had not informed the administrator of the error.
- However, given the number of errors the DWP make they were given the enhanced power to be able to recover UC, ESA and JSA overpayments even when the DWP were at fault and whether the claimant knew or did not know they were being overpaid.
- This is Reg 71ZB and it came into effect in 2013

# Waiver

- Just because you have the power to do something it does not mean you have to exercise that power as a matter of course.
- This was designed to be a solution to recover the heavy leakage of public funds through bad administration
- To prevent it from being a breach of HRA and being discriminatory the SoS has the right to “Waiver” the collection of an overpayment where the collection would place the claimant into hardship
- However the claimant has to request the waiver, and there is no appeal rights if the waiver is refused

# The BORG: Resistance is futile

- S71 is duty to recover and S7ZB is the extended power to recover in specific cases.
- The unpublished Decision Makers Guide to Waiver (DMGW) is the guide/policy document on when to grant the waiver
- The main document on benefit recovery is the BORG (Benefit Overpayment Recovery Guide)
  - published in 2020 and updated in 2021.
- In a nutshell the BORG adjusts the emphasis
  - it says you should *always* recover an overpayment even if it official error
  - an a waiver should be applied only if is requested and there is exceptional circumstances to apply it.
- One of the exceptional circumstances according to the BORG is if it generates bad press for the DWP.
  - Hardship is more of a side bar and you have to prove that it is exceptional

# The claimant's request to waiver

- Both sons have autism and ADHD with associated complex care needs, they rely heavily on the claimant to manage daily activities and provide emotional and practical support.
- The claimant's "role as a carer prevents her from working more hours, keeping her in a near constant state of financial hardship".
- It noted that "she regularly uses foodbanks because she simply does not have enough money coming in each month to make ends meet", and recovery of the overpayment was "likely to have a devastating impact on her practical ability to provide for her and her two sons".
- The waiver was refused twice
- On the third internal review recovery was suspended, subject to this case being heard

# What are the numbers?

Year	UC Waiver Requests	Fully Waived	Partially Waived	Refused	Rejected
2019	39	2	3	34	0
2020	49	7	0	40	2
2021	102	6	4	81	11
Total	190	15	7	155	13

A response from the DWP to a request made pursuant to the Freedom of Information Act 2000 records that in the financial year from 1 April 2020 to 31 March 2021:

- 447,000 claimants were overpaid UC; and the total value of such overpayments was £347.5m.
- 337,000 claimants were overpaid UC where the cause was classified as official error; and the total value of such over payments was over £228m.
- The total number of UC overpayments waived with a classification of official error is between 5 & 13 and the total value of such waivers is £22k.

# Judicial Review

- 1) The defendant has unlawfully failed to publish the “Decision Makers Guide to Waiver” (“DMGW”) **Upheld**
- 2) The Secretary of State’s policy on waiver is and was an unlawful fetter on his discretion (**Rejected**);
- 3) The defendant’s decisions to refuse to waive recovery in the claimant’s case were unlawful because
  - i) the defendant applied an unlawful policy;
  - ii) the defendant unlawfully fettered his discretion, failed to take into account material considerations and the decisions were irrational; and
  - iii) unlawfully breached the claimant’s legitimate expectation ; (**Upheld** on iii) and
- 4) The defendant breached the public sector equality duty in s.149 of the Equality Act 2010 when considering and formulating his policy between 2013 and 2022, and in exercising his functions regarding waiver of overpayments (**upheld**).

# Judgement

- The claim is allowed.
- The defendant's decisions to refuse to waive the claimant's UC overpayment are unlawful and breach the claimant's legitimate expectation.
- In addition, the defendant's failure to publish the DMGW was unlawful and he has failed to comply with the PSED.
- However, the Judge rejected the claims that the BORG 2022 is unlawful.
- The Judge will hear the parties on the precise terms of the order to be made in light of this judgment.

## Of note

- The DWP argued that to exercise s 149 Equalities Act the decision maker to understand the obvious equality impacts before adopting a policy,
  - (Parkin) v Secretary of State for Work and Pensions [2019] EWHC 2356 (Admin),
  - Adiatu and R (Sheakh) v Lambeth London Borough Council [2022] EWCA Civ 457, [2022] PTSR 1315.
- In Parkin, Elisabeth Laing J held at [88], with reference to the many decisions about the scope of section 149:
- *"There are four key features of those decisions which are relevant to this case:*
  - *i. Section 149 does not require a substantive result.*
  - *ii. It implies a duty to make reasonable inquiry into the obvious equality impacts of a decision.*
  - *iii. It requires a decision maker to understand the obvious equality impacts of a decision before adopting a policy.*
  - *iv. Complying with it is not a box-ticking exercise."*



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Ben Moreton, Director, Business Smart Solutions  
0204 529 1139 / 07807058828 [www.businesssmartsolutions.co.uk](http://www.businesssmartsolutions.co.uk)

Remote

# Revenues Officer (Northgate/NEC)

We are working with a Local Authority in the South East to source a fully remote Revenues Officer to assist the Revenues Team with incoming phone calls and clear outstanding Council Tax & NNDR correspondence. The role will be full-time (36 hours a week), working from home, to start as soon as possible. **Experience of NEC(Northgate) is essential.**

Duties will include dealing with customers on the telephone and also working from daily post, emails and online forms, as well as:

- Establishing the CT & NNDR liability
- Creating and updating CT & NNDR accounts, including (but not limited to):
- Change of addresses, determinations and awards including Single Person Discount, Small Business Rates Relief (SBR), Retail Discount, Charitable Rate Relief and Discretionary Rate Relief
- Working in all areas of Revenues (billing & recovery)
- Setting up and amending Direct Debits
- Making payment arrangements
- Taking payments

## Requirements

- A minimum of 3 years billing & recovery experience
- A minimum of 3 years NEC (Northgate) experience

[To view full details and to apply, click here](#)

Remote

# Benefits Officer (Northgate/NEC)

We are looking for an experienced Benefit Assessment Officer with great working knowledge of NEC (Northgate) to join our client's team. Main duties will be dealing with customers on the telephone and working from daily post, emails and online forms, administering tasks such as:

- To assess applications for Housing & Council Tax Support, to include new claims, interventions and changes in circumstances in accordance with legislation and council policy
- To make decisions relating to applications for backdating of claims, commerciality and for vulnerability cases in respect of direct payment to landlords for Local Housing Allowance cases
- To obtain relevant information relating to Discretionary Housing Payment applications and make decisions on the information provided
- Deal with requests from customers for the revision and/or the re-assessment of benefit entitlement in appropriate

## Requirements

- Advanced knowledge of the Housing Benefit regulations 2006 & Decisions & Appeals Regulations 2001
- Experience of Financial Assessments
- A competent NEC (Northgate) NEC user

[To view full details and to apply, click here](#)



Remote

# Benefits Team Manager (Quality Assurance)

We are seeking an experienced Benefits Team Manager to supervise and manage a team of Benefits Officers. The successful candidate will manage a Housing Benefit / Council Tax Support team dealing specifically with Quality Assurance & Changes in Circumstances.

The role is full-time (36 hours per week) and can be worked fully remote (home based).

*Equipment will be couriered.*

The successful candidate will support delivery of an integrated, high quality, customer focussed service supporting those in need of assistance with rent, council tax or in financial hardship.

## Requirements

- Advanced knowledge of the Housing Benefit regulations 2006 & Decisions & Appeals Regulations 2001
- 5 years experience of Housing Benefits, Council Tax Support and Local Welfare Provisions
- A competent Capita One (Academy) user

[To view full details and to apply, click here](#)



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Bracknell

# Welfare & Assessment Team Leader (HB/CTAX Support)

We are looking for an experienced Benefits Team Leader to supervise and manage a team of Welfare Support and Assessment Officers being responsible for the timely and accurate assessment of eligibility and entitlements of the council's services for Housing Benefit, Council Tax Reduction, Discretionary Housing Payments and Local Welfare Provision (e.g. Household Support Fund).

The role will require 1 day per week to be worked from the office in Bracknell and the rest of the week can be worked at home.

The successful candidate will support delivery of an integrated, high quality, customer focussed service support for those in need of assistance with rent, council tax or in financial hardship.

## Requirements

- Advanced knowledge of the Housing Benefit regulations 2006 & Decisions & Appeals Regulations 2001
- Experience of Financial Assessments
- A competent NEC (Northgate) NEC user

[To view full details and to apply, click here](#)



Remote

# Council Tax & NNDR Recovery Manager (Civica Open Revs)

Business Smart Solutions is seeking an experienced Recovery Manager to supervise and manage a team of Revenues Officers being responsible for the timely collection of Council Tax & Business Rates. The role focuses on all post-liability order collection, recovery & enforcement tasks.

The role is fully remote, however the successful candidate will be required to attend court as and when required to ensure Liability Orders are obtained for accounts in arrears.

The successful candidate will support delivery of an integrated, high quality, customer focussed service, maximising collection whilst taking a sympathetic and understanding approach to debt recovery & ethical collection.

## Requirements

- 5 years experience as a skilled Council Tax / NNDR Recovery Team Leader / Manager
- Experience of Post Liability order collection & enforcement
- Experience of ethical collection & breathing space
- The successful candidate must be a strong leader
- Experience of Civica Open Revenues (desirable)

[To view full details and to apply, click here](#)



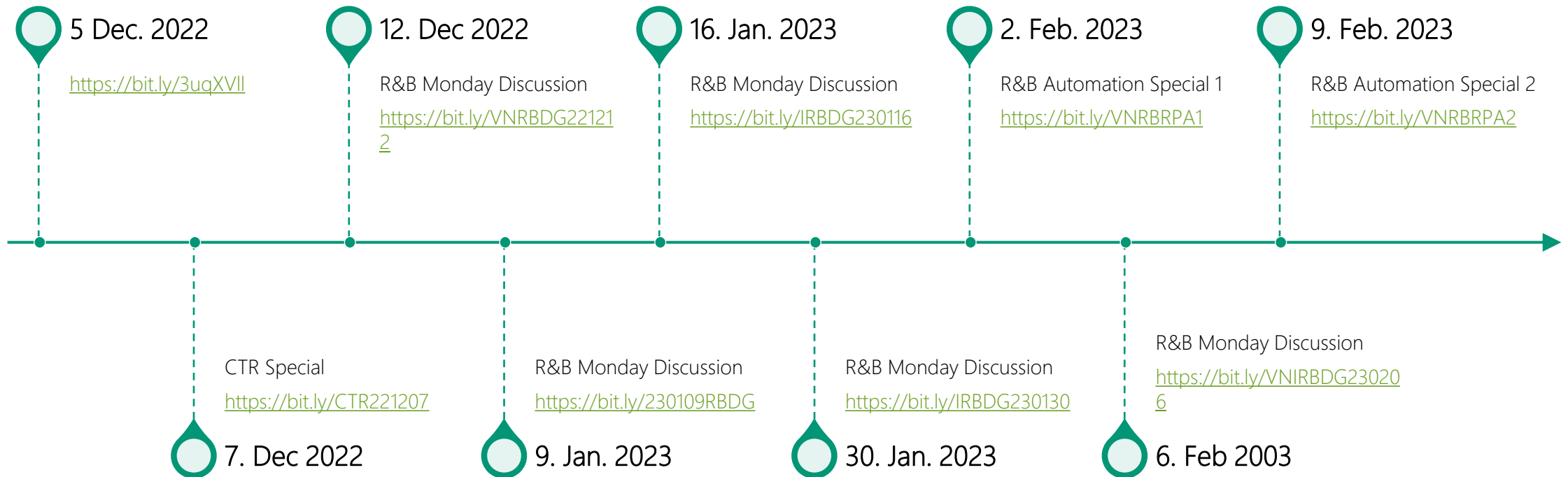
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## Other Information

# Previous Recordings



In Partnership with

LA Directories Limited



Dates where  
there will be  
no sessions

- 20 March 2023
- 10 April 2023
- 1 May 2023
- 8 May 2023
- 10 May 2023
- 28 August 2023
- 18 December 2023
- 25 December 2023
- 1 January 2024



## Other Workshops

# The Subsidy Claim and Audit Requirements

## The Subsidy Claim and Audit Requirements

For the first time we will be extending the length of this course to the equivalent of one and half days. Each course will comprise of three sessions.

We will be delivering three of the one and half day courses via MS Teams, one course for each of England, Wales and Scotland on the following dates; -

**21 – 22 February – England; Sold Out**

**16 – 16 March – England;**

Day one – 9:45 am to 12:30 pm and 13:30 pm to 16:00 pm

Day two – 09:45 am to 12:45 pm

# The Subsidy Claim and Audit Requirements

Since the introduction of various welfare reforms and despite the continued roll-out of universal credit, scrutiny on the HB Subsidy claim has increased year on year, so a good understanding of the HB Subsidy requirements is essential to ensure an accurate subsidy claim and maximisation of income.

Remember, any costs incurred by the LA that are not reimbursed by the DWP or losses due to financial penalties becomes a charge on the General Fund.

# The Subsidy Claim and Audit Requirements

The course is split between an examination of –

the administrative and audit requirements;

those cells that are benefit-type specific, being non-housing revenue account, (non-HRA), housing revenue account (HRA), and rent allowance (RA) broken down into the many rent schemes currently in operation, which includes an examination of temporary accommodation and exempt accommodation; and

those cells that are common to all benefit-types being backdating, overpayments, extended payments and local scheme.

This course is suitable for those with no or limited knowledge of Subsidy, including senior assessors, or those who are experienced in Subsidy and looking for a refresh of their knowledge.

The fee per delegate for the whole one and half day course is –

**£225** plus VAT for TBD members;

**£295\*** plus VAT for non-members,

Numbers are limited to ensure maximum learning.

# The Subsidy Claim and Audit Requirements

\*Non-members who become members within three months of the date of the training will receive a refund of the £70 difference per delegate that attended from the 1<sup>st</sup> member subscription invoice.

To request a booking form, or to ask any questions about the training course or any other courses offered by LA Directories Ltd, please contact [kim.larkin@ladirectories.com](mailto:kim.larkin@ladirectories.com)

This course is also delivered as an in-house course, specifically targeting issues experienced by the particular LA.

We also deliver a very popular in-house course – Subsidy for Assessors

# Visionary Network



- Visionary Network is a not for profit organisation, whose objective is to encourage thought leadership and good practice in the field of public service.
- We are independent and will draw on views, ideas and practices from any practitioner and/or organisation committed to public service.
- We encourage debate, and the fair exchange of ideas, viewpoints and philosophies.
- Any products we do produce will be for the betterment of society, public sector led and if costed will reflect our not for profit values.
- Our focus is on improving the knowledge, health, environment and lives of our citizens through better administration and access to services.