
Overview

This standard is about processing valid applications in an accurate and timely manner. You will need to be able to apply the relevant regulations efficiently, effectively, fairly and in a professional manner. It is important to understand the needs of applicants and be transparent in your processing activities. Inaccurate processing could result in a loss of subsidy. This unit involves calculating sums payable and selecting and implementing the correct payment procedures.

In this standard the term applications includes housing benefit claims and council tax reduction

**Performance
criteria**

- You must be able to:
- P1 calculate benefit entitlements according to relevant statutory requirements, relevant case law, and local procedures
 - P2 provide decision notices to all relevant parties in accordance with applicable statutory requirements
 - P3 inform applicants of any rights to appeal that they may have
 - P4 pay benefits in accordance with relevant statutory requirements and local procedures
 - P5 correctly record actions to secure subsidies claimed by the authority or prevent subsidies being reclaimed by the government
 - P6 make recommendations on any requests for backdating of claims in accordance with official guidelines and having regard to good cause
 - P7 process underpayments where required and notify the applicant of any extra payments they are due as a result

Knowledge and understanding

The Statutory Framework

You need to know and understand:

- K1 the relevant statutory requirements relating to entitlements and payments of benefits and council tax reduction
- K2 how different applications are calculated and paid
- K3 the content of decision notices
- K4 the rights of relevant parties to appeal a decision
- K5 potential risks to the authority's entitlement to government subsidies through payments made to applicants

The Benefits Environment

You need to know and understand:

- K6 the types and form of decision notices
- K7 how your actions, and your recording of them, may affect government subsidies received by or reclaimed from the authority
- K8 payment methods
- K9 reasons why underpayments and overpayments can occur
- K10 the criteria relating to time limits and frequency of benefits payments
- K11 the rules and schemes relating to the payment of benefits to applicants and third-parties
- K12 the procedures for payment on death of a claimant
- K13 procedures for complying with relevant data protection legislation
- K14 to whom to refer matters that are outside your responsibility or remit

ASTLB2

Calculate and pay benefits



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Originating organisation	Financial Skills Partnership
Original URN	LB2
Relevant occupations	Accounting and finance; Finance
Suite	Administration of Local Revenues and Benefits
Key words	Local revenues administration; maintain records of properties; establish liabilities and amounts due; implement billing and collection procedures; recover and enforce sums overdue; evaluate benefits claims; calculate and pay benefits; monitor on-going entitlement
