

# ASTLB3

## Monitor ongoing entitlement to benefits



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### Overview

This standard is about monitoring applicants' ongoing entitlement to benefits and keeping records up to date. It involves updating records where circumstances or legislation change, recognising potential for future changes in applicants' circumstances and entitlements, re-calculating, suspending or terminating benefits where appropriate, recovering overpayments where necessary and looking out for potentially fraudulent applications.

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**Performance  
criteria**

- You must be able to:
- P1 monitor records on an ongoing basis and cross-check against other information for potential changes to benefit entitlement
  - P2 action changes in circumstances relating to the claim in accordance with relevant procedures
  - P3 re-calculate entitlements based on any new information received or identified
  - P4 revise, suspend or terminate payments where appropriate
  - P5 report to the relevant person or department any overpayments that have implications for the authority's subsidies from central government
  - P6 decide whether any overpayments are recoverable and, if so, action the relevant recovery method
  - P7 inform applicants of the amount and method of recovery where specific overpayment recovery action is to be proposed
  - P8 take appropriate steps to obtain authorisation for write-off in accordance with authority policy
  - P9 refer the applicant record to the appropriate person where there are irregularities or unusual features that might suggest a fraudulent claim
  - P10 take account of any changes in relevant legislation when entering data into the system

**Knowledge and understanding**

**The Statutory Framework**

You need to know and understand:

K1 how benefit subsidy is calculated

**The Benefits Environment**

You need to know and understand:

- K2 procedures for compiling and monitoring application information
- K3 how to record application information and maintain applicants' records
- K4 data matching services and organisations, and the principles of data matching
- K5 the circumstances where payments may be suspended or terminated and the rules governing these actions
- K6 reasons why overpayments can occur and how they can be recovered
- K7 the circumstances in which you may need to recalculate benefits or reclassify overpayments
- K8 the grounds on which an overpayment is deemed recoverable or irrecoverable and the persons from whom recovery can be made
- K9 the form and content of overpayment notifications
- K10 procedures for overpayment write-offs and their reconciliation with other records
- K11 the importance of fraud awareness and the need for continuous monitoring of applications
- K12 the effect of relative legislative changes, and their effective dates, on entitlement to benefits and on applicants' records

**The Organisation**

You need to know and understand:

- K13 to whom to refer matters that are outside your responsibility or remit
- K14 procedures for complying with relevant data protection legislation
- K15 the local requirements for monitoring and reviewing claims on an ongoing basis

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<b>Originating organisation</b>	Financial Skills Partnership
<b>Original URN</b>	LB3
<b>Relevant occupations</b>	Accounting and finance; Finance
<b>Suite</b>	Administration of Local Revenues and Benefits
<b>Key words</b>	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 ongoing entitlement

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