

Overview

This standard is about calculating benefit entitlements and paying benefits in accordance with relevant statutory requirements and local procedures. It is about processing valid applications to agreed timescales.

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

Performance criteria

You must be able to:

1. calculate benefit entitlements according to relevant statutory requirements, relevant legislation, and local procedures
2. provide decision notices to all relevant parties in accordance with applicable statutory requirements
3. inform applicants of any rights to appeal that they may have and the local authority procedures for making an appeal
4. pay benefits in accordance with relevant statutory requirements and local procedures
5. maintain systems and records to secure subsidies claimed by the local authority and prevent subsidies being reclaimed by the UK government
6. provide recommendations to your line manager on requests for the backdating of claims in accordance with local authority guidelines
7. process underpayments where required and notify the applicant of any additional payments they are due as a result

Knowledge and understanding

You need to know and understand:

1. the relevant codes of practice, legislation and regulations
2. social and ethnic diversity and the needs of the communities which your organisation serves
3. the relevant statutory requirements relating to entitlements and payments of benefits and council tax reductions
4. how the different benefits are calculated and paid
5. the content, types and forms of decision notices
6. the rights of relevant parties to appeal a decision and the local authority procedures for making an appeal
7. the risks to the local authority's entitlement to UK government subsidies through payments made to applicants
8. the relevant systems and records you need to secure UK government subsidies received by or reclaimed from the local authority
9. the relevant payment methods for benefits and the reasons why underpayments and overpayments can occur
10. the local authority criteria relating to time limits and frequency of benefits payments
11. the local authority rules and schemes relating to the payment of benefits to applicants and third-parties
12. the local authority procedures for payment on death of a claimant
13. the local authority procedures for complying with relevant data protection legislation
14. to whom to refer matters that are outside your responsibility or remit

Calculate and pay benefits

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Status Original

Originating Organisation Instructus

Original URN ASTLB2

Relevant Occupations Assistant Housing Administrator; Assistant Property Officer/Manager; Benefits Officer; Customer Service Assistant; Housing Administrator; Housing Assistant; Housing Manager; Housing Officer; Lettings Negotiator; Revenue Officer/Assistant; Taxation and Benefits Officer/Assistant

Suite Administration of Local Revenues and Benefits

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