

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 required, identifying underpayments and recovering overpayments where necessary and looking out for applications that do not comply with local authority requirements.

Performance criteria*You must be able to:*

1. monitor records on an ongoing basis and cross-check against other relevant information for potential changes to benefit entitlement
2. action changes in circumstances relating to the claim in accordance with relevant procedures
3. re-calculate entitlements based on any new information received or identified
4. revise, suspend or terminate payments where required
5. report to the relevant person or department any overpayments that may have implications for the local authority's subsidies from the UK government
6. decide whether any overpayments are recoverable and, if so, action the relevant recovery method
7. identify any underpayments and, action the relevant local authority procedures to backpay applicants
8. inform applicants of the amount and method of recovery where overpayment recovery action is proposed
9. take the relevant steps to obtain authorisation to write-off in accordance with local authority policy
10. refer the applicant record to the relevant person where there are irregularities and compliance issues which indicate a fraudulent claim
11. take account of any changes in relevant legislation when entering data into the system

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Knowledge and understanding

You need to know and understand:

1. the relevant codes of practice, legislation and regulations
2. the social and ethnic diversity and the needs of the communities which your organisation serves
3. how a benefit subsidy is calculated
4. relevant procedures for compiling and monitoring application information
5. how to record application information and maintain applicants' records
6. the relevant data matching services and organisations, and the principles of data matching
7. the circumstances where payments may be suspended or terminated and the rules governing these actions
8. the reasons why overpayments can occur and how they can be recovered
9. the reasons why underpayments can occur and the local authority procedures for backpaying applicants
10. the circumstances in which you may need to re-calculate benefits or reclassify overpayments
11. the grounds on which an overpayment is deemed recoverable or irrecoverable and the persons from whom recovery can be made
12. the local authority form and content of overpayment notifications
13. the relevant procedures for overpayment write-offs and their reconciliation with the required records
14. the importance of fraud awareness and the requirement for continuous monitoring of applications
15. the effect of relevant legislative changes, and their effective dates, on entitlement to benefits and on applicants' records
16. to whom to refer matters that are outside your responsibility or remit
17. the procedures for complying with relevant data protection legislation
18. the local requirements for monitoring and reviewing claims on an ongoing basis

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Developed by Instructus

Version Number 1

Date Approved March 2019

Indicative Review Date January 2024

Validity Current

Status Original

Originating Organisation Instructus

Original URN ASTLB3

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

Keywords customers; support; services; agreements; legislation; team work; documentation; social inclusion; process; resolve disputes; compliance
