

Action and Response Sheet

Community Development Group – 18 September 2018

Minute No.	Action	Officer Responsible	Response
10.	The Group to be provided with additional information regarding fraud prevention and identification verification	Executive Manager – Transformation and Operations.	<p>For the vast majority of claimants we are able to verify their id and National Insurance number via our online access to the Department of Work and Pension’s Customer Information Service (CIS) – all claimants in receipt of DWP benefits will have already had their id verified in order to claim from them. We are also able to verify earnings and private/occupational pensions via our new online access to HMRC records, removing the need for claimants to provide their payslips/pension advices and speeding up the claim process – this is a relatively new national service which is working really well.</p> <p>For other claimants, who are not or have never claimed DWP benefits, we ask them to provide proof of the personal identity, passport, birth certificate, driving licence and proof of their address such as recent utility bills.</p> <p>For information there are no exact rules within the benefit regulations regarding id and it is up to each respective local authority to satisfy themselves of the person’s identity and National Insurance number.</p> <p>We also receive a monthly report from the DWP’s Housing Benefit Matching Service (HBMS) to identify any date of birth and National Insurance number discrepancies in both our records – these are reviewed and resolved, usually it is just a typo but sometimes we do need to request additional information if there is a doubt regarding a date of birth or National Insurance numbers.</p> <p>The new scanning module we have purchased recently in order to support our current online benefit claim process allows claimants to submit their evidence at the time they submit their claim (or later if need be) and this is useful for such evidence as proof of rent (tenancy agreements) and proof of capital (bank statements), we will still verify</p>

			their id and National Insurance number using the tools mentioned above.
11.	A letter be sent to Nottinghamshire County Council to explain the Group's findings during their visit to Veolia.	Executive Manager – Neighbourhoods.	Letter and response has been circulated to the Group.
12.	The Group be provided with a further report covering dementia	Executive Manager – Communities	Item added to the work programme for February 2019.