

Compliance Guidance

01 Overview Local Service Compliance

Introduction

1. Local Service Compliance is the term for the action taken to ensure a benefit claimant gives the correct information and reports all relevant changes at the right time during the life of the benefit claim.
2. It is not a criminal investigation and Local Service Compliance interviews are not performed under caution.
3. In the vast majority of Local Service Compliance cases a robust and challenging, face-to-face interview takes place with the claimant to ensure:
 - correct benefit entitlement
 - all information is obtained to enable an overpayment/underpayment to be calculated
 - the causes of the overpayment/underpayment
 - how to stop it happening again
 - the claimant understands the possible consequences of not complying in the future.

Definition of robust and challenging

4. A robust and challenging interview must reinforce the claimant's responsibilities. The Local Service Compliance Officer (LSCO) is not bound to accept the claimant's first response and should continue questioning until they are satisfied that the claimant has given a correct account of their circumstances.
5. The LSCO must ensure the claimant is aware of the seriousness of their actions. They must also clearly state the possible consequences of any future non-compliance.

FRAIMS and the Fraud Referral Form

6. The Fraud Referral and Intervention Management System (FRAIMS) is a single nationally networked IT system that captures all Fraud and Error cases and their outcomes on one system.
7. A standardised electronic Fraud Referral Form (FRF) is completed in all cases of Fraud and Error referral, from whatever source and at the first point of contact.
8. FRAIMS has been designed to automatically consider the information provided on the FRF and route according to specified criteria. For details of the routing, see FRAIMS guidance Manually Promote to Case – FIS (I) Action Only. On receipt of the FRF FRAIMS creates a case and forwards it to the appropriate Fraud and Error Service Local Service Compliance or Investigations Inbox.
9. Instructions on how to complete an FRF can be found in the FRF Desk Aid. Some of the FRF questions make reference to 'Fraud' if the FRF is completed correctly the referral is routed to the appropriate area. FRAIMS

correctly reports activity and performance to count against Local Service Compliance target requirements.

10. Referrals are actioned as per existing procedures and Local Service Compliance teams record the outcome of the case on FRAIMS. This guidance should be read in conjunction with the FRAIMS guidance.

Clearance of Local Service Compliance cases

11. The Local Service Compliance Officer (LSCO) has a clearance measure of 15 working days from receipt of the case in their inbox to notification of the first interview. This period does not include any action undertaken by Decision Makers and Debt Management.
12. It is intended that Local Service Compliance referrals are actioned as soon after being made as possible. This is to ensure cases are corrected at the earliest opportunity, overpayments are not compounded and the intended deterrent effect on the claimant is maximised.

02 Types of Local Service Compliance referrals

Risk referrals

1. When it is decided that a Local Service Compliance risk case referral is to be made, the Local Service Compliance team should input details of the risk on the Fraud Referral Form (FRF), ensure the FRF is completed correctly following the process outlined in FRAIMS guidance – Fraud and Error Service Local Service Compliance Exception Routing.
2. The table below outlines the Risk Type identifier, criteria and reason for the referral

| Risk | Criteria | Reason |
|--------|--|---|
| Risk A | (New Claims) Pre-payment Living Together As a Married Couple (LTAMC) | Other person declared in the household and possible LTAMC requiring CP2/LT action at Gateway |
| Risk B | (Current Claims) Post-Payment LTAMC | Other person declared in the household and possible LTAMC requiring CP2/LT action or follow-up |
| Risk C | Recently Separated | Claimant declares they recently separated at date of claim. 'Recently' – up to three months Review at the 2 – 3 month stage |
| Risk D | Previously Self-Employed | Claimant declares they were previously self-employed. Review at the 2 – 3 month stage. |

| | | |
|--------|---|---|
| Risk E | WFI Sanction Cases | Claimant has a sanction on their claim for 4 weeks or more for failing to attend their WFI. |
| Risk F | Only for use when authorised by Fraud and Error Business Partner Team | |
| Risk G | | |
| Risk H | | |

Other types of referrals

Local Service Investigations referrals

3. Referrals may be received from Local Service Investigations where during the course of an investigation and prior to an Interview Under Caution (IUC) being undertaken it is decided that prosecution will not be appropriate. Cases may also be referred where it is decided that prosecution is not appropriate where an invitation to attend IUC has been issued and claimant has failed to attend.
4. Cases may be referred where:
 - the overpayment is estimated to be under £2000.00; but consideration should still be given to any other factors that mean the offence is serious enough for prosecution
 - there is insufficient evidence to support a prosecution
 - information is received that the investigator and Investigations Team Leader are of the opinion that the mental or physical health of the suspect or partner is such that prosecution or alternative penalty is not desirable.
5. Under no circumstances should cases be referred for Compliance action where the claimant attends for an IUC, where an IUC has commenced or where the IUC has been undertaken. Under these circumstances the case must be progressed by Local Service Investigations to completion.

Disability Living Allowance and Attendance Allowance referrals

6. Referrals where Disability Living Allowance (DLA) or Attendance Allowance (AA) only is in payment will not be downgraded from Local Service Investigations to Local Service Compliance but returned directly by Local Service Investigations to Pensions, Disability and Carer's Service (PDCS), even when a criminal investigation has not taken place.
7. DLA or AA referrals where another benefit is also in payment, such as Income Support, Jobseekers Allowance or Pensions Credit, may be downgraded by Local Service Investigations but the Local Service Compliance Officer (LSCO) will only deal with the non DLA/AA element.
8. If new and substantial information comes to light during the interview that could affect DLA or AA, see:
 - 04 – Undertaking the Local Service Compliance Interview
 - 06 - Post Interview Action.

Carer's Allowance referrals

9. Where a Carer's Allowance (CA) case has been downgraded from Local Service Investigations, the LSCO must check that the case has been associated to the Fraud and Error Service Disability and Carers Team (FES DCT) Inbox (User Id: 99990438) on FRAIMS, see FRAIMS guidance - Cases with a PDCS interest – Actions by Fraud and Error Local Service Compliance case owner.
10. If the case has not already been associated, the LSCO must take action to associate the FES DCT Inbox themselves. Ensure that the activity description field contains details of the CA in payment and the name and contact details of the LSCO. This ensures the LSCO receives a copy of the latest claim pack and case specific questions to support the Local Service Compliance interview.
11. Where the case has been routed directly to Local Service Compliance via FRAIMS and the case has a PDCS benefit interest, for example, the offence may have an effect on any PDCS benefits in payment the LSCO must associate the case to the FES DCT Inbox on FRAIMS.

Bereavement Benefit referrals

12. Bereavement Benefit includes:
 - Bereavement Allowance
 - Widowed Parents Allowance
 - Widowed Mother's Allowance
 - Widows Pension, also known as Widows Benefit
 - Bereavement Payment.
13. Referrals may be received as Risk A or Risk B referrals, where the claimant has declared they are Living Together As a Married Couple (LTAMC), re-married or in a Civil Partnership, but other information is held which suggests that the change occurred earlier than the date declared.
14. In these circumstances, the Bereavement Benefit claim will already be suspended the LSCO must take normal action to establish the date the change of circumstances occurred.
15. Other referrals may be received via Local Service Investigations, in which case the Bereavement Benefit claim will not have been suspended and normal Local Service Compliance action should be taken.

Maternity Allowance

16. Referrals may be received regarding working whilst claiming Maternity Allowance (MA), however the decision making process for these referrals is not as straightforward as for means tested benefits.
17. During the Maternity Allowance Period (MAP) the woman will be able to do work as an employed or self-employed earner for up to 10 days during her MAP before MA is adjusted. These 10 days are known as Keeping In Touch (KIT) days.
18. A claimant who works as an employed or self-employed earner will be disqualified from receiving MA, however the MA claim will not be closed or the MAP brought to an end, as the claimant has a continued underlying entitlement to MA.

19. For more information regarding MA and working, see Maternity Allowance Guidance – 09 Change of Circumstances, sub-headings:
- Work during the MAP
 - Return to work during the MAP.

Child/children not in the household referrals

20. If Department for Work and Pensions (DWP) benefits are in payment because a child/children is/are in the household and a referral is received alleging that the child/children is/are no longer living in the household, take action as outlined in FRAIMS guidance - Child Dependency Exception Routing.
21. If no DWP benefits are in payment for the child/children, action must still be taken to ascertain whether the claimant is required to sign on.

Abroad Fraud referrals

22. FRAIMS will route all FRFs with the Offence of 'Abroad Fraud' to the Abroad Fraud Inbox in Edinburgh. Those cases that are unlikely to result in a penalty will be handed off to Local Service Compliance.
23. The actions to be taken will depend on whether the details of the allegation relate to a current absence abroad or past period only. See Abroad Fraud.

Training for Work Allowance referrals

24. Occasionally Local Service Investigations may downgrade cases in circumstances where the claimant is claiming a Training for Work Allowance. These cases should be accepted by Local Service Compliance and appropriate action taken, even though the Training for Work Allowance is paid under the Employment and Training Act and is not classed as a benefit.
25. The allowance is based on the claimant's rate of Jobseekers Allowance (Income Based) (JSA(IB)) payable the day before they began training (less 10p) plus the training premium.
26. The claimant continues to be paid 10p of their JSA(IB) in order for passported benefits to be claimed. For details of how to claim a Monetary Value of Adjustment, see Claiming an MVA.

Pension Service referrals

27. FRAIMS is unable to distinguish Pension Service referrals from all other referrals, if a case is received which relates to The Pension Service benefits / pensions, including Performance Measurement – High Suspicion Tracking (HST) cases, Local Service Compliance action should be undertaken as usual.

Customer Centric referrals

28. FRAIMS send cases from the Database and Matching Service (DMS) via Customer Centric, formally referred to as the General Matching Service (GMS), as per the national JCP Production Rules.
29. Before carrying out the intervention the Local Service Compliance Officer (LSCO) must ensure by checking all Departmental systems that the

matched person is the claimant. It is also important that the following good practices are followed to ensure that the matched data does not contain anomalies:

- the referral is intelligence only and should be treated with caution
- staff should ascertain that incorrectness exists before making approaches to claimants
- care must be taken when making preliminary investigations such as ensuring that personal details have matched correctly.

Customer Centric custodial referrals

30. Customer Centric referrals are received for claimants who have received a custodial sentence. The Local Service Admin Officer must immediately sort the cases received into cases paid by direct payment or by cheque payment.

Action to take when claimant has been or is due to be released from prison

31. If the prisoner has been released from prison or is due to be released within 4 weeks, the referral must not be closed without interview. If appropriate, B/F the case to the release date and arrange for the interview to take place, taking into consideration that the claimant has been in prison.

32. Take the following action for claimants paid by Direct Payment:

| Step | Action |
|------|---|
| 1. | If the claimant is in receipt of Jobseekers Allowance (JSA), confirm if evidence of signing has been input after sentencing took place which suggests an active impersonation fraud |
| 2. | Confirm on-going imprisonment and once received, record on FRAIMS. If appropriate, complete a FRF with the offence type of 'ID fraud' |
| 3. | For all other benefits, confirm on-going imprisonment |
| 4. | Refer the case to the Benefit Centre (BC) via e-mail, for termination and overpayment action. Send hard copies of documents to the BC and record the activity on FRAIMS |
| 5. | Notify the Pension, Disability and Carers Service of the custodial sentence if the claimant is also in receipt of Pension Credit. |

Follow up action

33. To prevent further payments being made, follow up action must be taken on all GMS Custodial cases. Take the following action:

| Step | Action |
|------|---|
| 1. | Track the progress of termination action on each case. The BC should close cases on the same day as receiving the e-mail notification from the Compliance Admin Officer |
| 2. | Claim the appropriate outcomes and close the case. |

Performance Measurement - High Suspicion Tracking Referrals

34. Performance Measurement (PM) High Suspicion Tracking (HST) cases go through FRAIMS and are routed according to the information contained within the FRF. Appropriate referrals are sent directly to the Local Service Compliance Inbox.
35. HST referrals containing sufficient information to pursue a fraud penalty are automatically routed to Local Service Investigations by FRAIMS.
36. If, prior to the notification of the Interview Under Caution, it becomes clear that a fraud penalty is not the likely outcome, the referral is then routed by Local Service Investigations to Local Service Compliance for action.
37. HST cases when received by Local Service Compliance must be investigated rigorously. Priority action on these cases is essential at all stages as IGS have a clearance expectation target of 9 weeks from the date of the PM FRF referral.
38. Whilst it is accepted that occasionally cases may exceed this target due to the nature of the Local Service Compliance intervention, these cases must be maintained as a priority to ensure that they can be categorised by PM at the earliest opportunity.
39. When the Local Service Compliance Officer (LSCO) identifies a HST case on FRAIMS they must associate the PM Single Point Of Contact (SPOC) to the Case (FRAIMS Position - FRM PM SPOC), see FRAIMS guidance - Fraud and Error Service Local Service Fraud or Compliance action when a PM Case is received. This ensures the PM SPOC is able to view and track PM Cases and Outcomes on FRAIMS.
40. Referrals should be treated in the same way as any other Local Service Compliance case.

Case tracking by HST Admin Team

41. The HST Admin Team have national FRAIMS access to allow them to monitor progress on all RM referrals.
42. In exceptional cases where a PM case has not progressed within agreed timescales the HST Admin Team will contact the LSCO / Local Service Compliance Team Leader (LSCTL) direct to obtain a progress update.

Local Authority referral

43. If Local Service Compliance activity is appropriate, consider whether the referral falls into one of the five categories that must be offered to the Local Authority (LA) below:
 - undeclared property – address not known / not current address of claimant
 - abroad – having regard to appropriate benefit regulations
 - boarders in household
 - non-dependant in household – claimant in receipt of Income Support (IS) and Severe Disability Premium (SDA) in payment
 - not at given address.
44. If the Local Service Compliance team have a local agreement in place not to offer referrals to the LA, do not send them.
45. If the referral is to be referred to the LA, take the follow action:

| Step | Action |
|------|--|
| 1. | Print the FRF and send the original referral to the LA in accordance with locally agreed arrangements, where appropriate, on an FPA1 and record the activity on FRAIMS |
| 2. | Allow the LA 10 days to turnaround the case |
| 3. | B/F 14 days for a response from the LA on the FPA1 |
| 4. | If no response is received after 14 days, commence Compliance action |
| 5. | If the LA returns the FPA1 and have accepted the case, update notepad and close the case on FRAIMS. |

Local Authority investigations

46. Local Authorities (LA) can access the Notepad screen of benefit payment systems. If they identify from checking Notepad that Local Service Compliance activity is taking place and they have an on-going investigation, the LA will contact the Local Service Compliance team and ask that all Local Service Compliance activity be terminated.
47. Action must be taken to close the case on FRAIMS.
48. The LA may continue the investigation and will invite Local Service Investigation to jointly investigate and interview under caution, which could potentially lead to a fraud penalty. If the LA request any documentation gathered previously by the Local Service Compliance team it can be provided.
49. If the LA requires information from a previous Local Service Compliance case they should request the information using the FPA1, as agreed in the procedures for joint working with Local Service Compliance. LAs should not contact Local Service Compliance teams directly for documents. Local Service Investigations will make local arrangements for the recovery of the Compliance file.

Credits only cases

50. Credits only cases must be accepted for Local Service Compliance activity if appropriate. If the Local Service Compliance interview results in the disallowance of the credit an MVA or overpayment cannot be claimed but a positive outcome must be recorded on FRAIMS, see Recording Outcomes – Credit Only Cases.

Contributory Jobseekers Allowance and Employment Support Allowance cases

51. Living Together As a Married Couple (LTAAC) referrals where only contributory Jobseekers Allowance (JSA(C)) or Employment Support (ESA(C)) is in payment may be received even though LTAMC does not affect the award of these benefits.
52. The Local Service Compliance Officer (LSCO) must set a case control in the appropriate Legacy dialogue, for the expiry of the Contributory element, to check if the claimant continues to claim the non-contributory element of the benefit. If, at the case control, the claimant has transferred

to a non-contributory benefit consider if a referral for LTAMC action is appropriate.

Service Personnel and Veterans Agency referrals

53. Local Service Compliance does not undertake activity for Service Personnel and Veterans Agency (SPVA) referrals. These should be returned to the originating SPVA office if received.
54. Where the claimant is in receipt of both SPVA and DWP benefits, a copy of the FRF and other relevant information must be printed off and sent to the relevant SPVA Department. Record the details of the handover to SPVA on the FRAIMS Case, appropriate Local Service Compliance action should then continue on the DWP element.

Instrument Of Payment referrals

55. Instrument Of Payment (IOP) referrals are not dealt with by Local Service Compliance and should be returned to the sender if received.

Past period overpayments – Benefit already suspended

56. Where a referral is received relating to a past period of incorrectness and the current award of benefit has been suspended, normal Local Service Compliance action must be undertaken.

New FRAIMS Incident received

57. When a Fraud Referral Form (FRF) is received into FRAIMS the system will check to see if any live Incidents / Cases are already held for the same suspect.
58. If live Incidents / Case are found the new incident (referral) will be forwarded to the case owner of the live Incident / Case.
59. Local Service Compliance Officers (LSCO) and Local Service Compliance Team Leaders (LSCTL) must ensure that any matching incidents received are actioned on a daily basis and either:
 - linked to the live Case
 - re-routed
 - closed.
60. Where a claimant has been notified of an interview and a matching incident is received prior to the actual interview, the LSCO should discuss both referrals at the same interview.
61. If both new and substantial information is received prior to the interview the LSCTL will decide whether the case is suitable to refer to Local Service Investigations, see FRAIMS guidance - New or Substantial Information received - Fraud and Error Local Service Compliance Actions.
62. For details on how to identify matching incidents that have been received and the actions to be taken, see FRAIMS guidance – Matching to Existing Incident and Cases:
 - Single Incident Found
 - Single Case Found.
63. If the new Incident has the Source type of 'Proactive Investigation' the new incident must not be linked to the Local Service Compliance Case, create

an activity on the Incident and send the new Incident to the owner of the Local Service Investigations Master file, see FRAIMS guidance - Proactive Investigation Incident received.

Duplicate referrals

64. If a new case is received on the same matter for a claimant, within a 3 month period, the LSCTL can decide not to accept the case for Local Service Compliance action, for example, a duplicate referral is received for a claimant alleged to be working and the description of the work details are identical to the previous Case. The LSCTL should close the Case as a duplicate referral.
65. The LSCTL will need to take action to close the case where Local Service Compliance activity is no longer appropriate.

03 Initial Local Service Compliance action

Check the relevant IT systems

1. Perform an in depth interrogation of the circumstances of the claimant's claim to benefit. Check relevant IT systems, for example:
 - Income Support Computer System (ISCS)
 - Jobseekers Allowance Payment System (JSAPS)
 - Disability and Carers Service (DCS) / Personal Independence Payment (PIP) benefits, via the Common Enquiry System (CES)
 - the Customer Information System (CIS) including entry to Tax Credit information for those with access
 - Labour Market System (LMS)
 - other Departmental IT systems, such as. National Insurance Pay as you earn System (NPS), which was formally called e-Nirs, for those with access. After accessing NPS it may be necessary to obtain additional information, such as the full name and address of the employer, from Her Majesty's Revenue and Customs (HMRC).

Other checks

2. Check the following information on the FRAIMS Contact Screen:
 - the claimant is still in receipt of benefit
 - the alleged offence/risk would have an impact on the type of benefit that the claimant is claiming
 - the claimant's circumstances have not changed
 - for special circumstances such as Appointee or Power of Attorney, and
 - for Potentially Violent (PV) / Unacceptable Customer Behaviour (UCB) indicators.

Note: The above list is not exhaustive.

3. Check legacy systems to ensure that details of the allegation have not already been reported and dealt with by the benefit centre, if the change of circumstances has already been reported consider abandoning the case.
4. If the Case has been downgraded from Local Service Investigations or is a MIDAS referral, check details of the Offence Type displayed on the FRAIMS case and if required take action to change the Offence Type, see:

- Recording the Case Offence Type on FRAIMS
 - FRAIMS guidance – New Case Received – Offence Type.
5. Check the details of the benefits recorded on the FRAIMS case and ensure the appropriate benefit is marked as 'Primary', see FRAIMS guidance – Displaying benefits in cases.
 6. The Local Service Admin Officer must also check that any material received that is sensitive is marked in red. Most documents will have been marked before they reach Local Service Compliance, however a check must be completed and documents marked if they need to be.
 7. When the checks identifies that Disability Living Allowance (DLA), Personal Independence Payment (PIP) and/or Carers Allowance (CA) is in payment, a DCS/PIP claim pack can be requested by associating the case to the Fraud and Error Service Disability and Carers Team (DCT) Manager on FRAIMS, see FRAIMS guidance - Cases with a PDCS interest – Actions by Local Service Compliance case owner.
 8. Record that Local Service Compliance activity has commenced on the appropriate benefit payment system, for example JSAPS or ISCS by recording the following on Notepad:
 "Case selected for Local Service Compliance activity on (insert today's date). Do not delete until (insert 14 months date). FRF/GMS concerning (insert details of activity)".
 The date of the interview can be added to this note, if known.

Obtaining employer information from HMRC

9. If, after accessing National Insurance Pay as You Earn System (NPS), employer information is required from HMRC it will be necessary for the Local Service Compliance Officer to download, complete and issue the following forms to HMRC:
 - MF67 - for tax years from 2004/05
 - MF67A - for tax years prior to 2004/05.
10. A separate form must be used for each individual claimant but up to five requests, which could be for more than one employer or tax year, can be made on the same form by using the tabs at the bottom of the template. The claimant details must be completed in full but are only required to be entered on the first page as this information will be automatically populated to all the pages.
11. The employer checkbrick name and/or reference number, along with the Total primary Cont/value are obtained from the appropriate NPS screen. Occasionally on cases from 2004/05 onwards, a microfilm number may be present on NPS. The MF67 should still be used on these cases and e mailed to HMRC CKU, however the microfilm number should not be entered on the form.
12. For tax years prior to 2004/05 form MF67A must be sent by email to the HMRC MRS team via the designated GSI inbox at: xxxxxxxxxxxxxxxxxxxxxxxxxxxx. The responses from the MRS team will be completed clerically and returned via the courier service.
13. For tax years 2004/05 and later, form MF67 must be sent by email to the HMRC CKU team via the designated GSI inbox at: xxxxxxxxxxxxxxxxxxxxxxxxxxxx. The CKU team will provide

the employer information by way of screen shots attached to the original email request.

[Contact names and email addresses redacted - Exclusion 40 applied: Personal information]

14. For further information on the completion of these forms, see:

- E-MF67 Instructions
- E-MF67A Instructions.

Email subject box for HMRC requests

15. The subject box on the email for all HMRC requests the claimant's name followed by the number of requests: for example: 'M. Bloggs x 4'.

Recording issue of MF67 or MF67A

16. The issue of form MF67 or MF67A must be recorded in FRAIMS as an outbound Communication Activity, setting an appropriate Due Date for the response.

Action on receipt of information from HMRC

17. Update the activity to record that the reply has been received and attached the reply document to the activity, see FRAIMS guidance – Attaching documents and photographs to Activities.

Member of staff implicated

18. If a member of staff is implicated in any way during the course of Local Service Compliance action, the case must be routed to the Risk Assurance Division (RAD) Single Point Of contact (SPOC) for the case to be categorised as sensitive or not. If categorised as non-sensitive, it will be returned to Local Service Compliance for continued action to be taken on the referral.
19. Local Service Investigations receive all cases regarded as sensitive for a benefit fraud investigation. Sensitive cases are not downgraded to Local Service Compliance.
20. For more information, see FRAIMS guidance – Benefit Fraud with alleged staff involvement.

Check that Local Service Compliance activity is appropriate

21. If checks establish that the claimant is no longer in receipt of a benefit, or the criteria for the case to be abandoned are met, consider if Local Service Compliance activity is still appropriate.
22. Consider whether the claimant needs to be contacted, for example; it might be appropriate to contact the claimant when they persistently re-claim benefit in between working and we have a suspicion that they continue to work whilst in receipt of benefit. The contact with the claimant will reinforce their responsibilities whilst in receipt of benefit.
23. If the referral relates to a past period of employment, do not contact the employer before issuing the CCEL1.

Local Service Compliance activity is still appropriate

24. If the claimant is not in receipt of a benefit but Local Service Compliance activity is still appropriate, including cases transferred (downgraded) by Local Service Investigations or from the Benefit Integrity Centre (BIC), the Local Service Compliance Officer must take action to contact the claimant by issuing the CCEL1 / CCEL1W outlining any irregularities found and request further details,
25. Record details of the contact with the claimant by creating an activity and giving the claimant 14 calendar days to respond. The Activity Sub-Status should be recorded as 'Telephone'. See FRAIMS guidance - Arranging the interview.
26. When the CCEL1 is returned, or the claimant has not replied by the 14 day B/F date, the Local Service Compliance Officer must consider the information obtained and take the following action.
27. The referral, and/or any response from the claimant:
 - relates to a past period of employment, see Earning Cases
 - contains sufficient information to allow a referral to a Decision Maker (DM), see Post Interview Actions
 - does not contain sufficient information for a referral to the DM to be made, see Insufficient information.

Earning cases

28. If the details of the allegation relates to working whilst in receipt of benefit and the employer is named on the referral, and the claimant:
 - has not responded to the CCEL1
 - denies working for the employerthe Local Service Compliance Officer (LSCO) should consider contacting the employer direct.
29. If the claimant responds to the CCEL1 and admits to working for the employer but cannot or will not provide documentary evidence of the wages received, the LSCO should consider contacting the employer direct to obtain wage information.
30. For guidance on when an employer can be contacted direct, see 06 Post interview actions – Contacting the employer.

Insufficient information

31. If the claimant does not respond to the CCEL1 or following the response from the claimant, there is insufficient information on the referral to send the case to a Decision Maker, update the FRAIMS case:
 - 'Outcome' to 'No Result'
 - 'Outcome Result' to 'No Change'
 - input today's date in the 'Date of Outcome'.
32. Take case closure action on FRAIMS, see FRAIMS guidance – Closing the Case

Local Service Compliance activity is no longer appropriate

33. If Local Service Compliance activity is no longer appropriate take the following action:

| Step | Action |
|------|---|
| 1. | Record the outcome of the case on FRAIMS using one of the categories available |
| 2. | Note the appropriate benefit payment system for any relevant action to be taken if the claimant re-claims benefit |
| 3. | File the documents in accordance with local filing arrangements. These should be treated as supporting documents and retained for the same period as benefit documentation, for example, documents should be destroyed 14 months after benefit entitlement ends, subject to the claim being an exception case. If your office does not retain Local Service Compliance documents, send the documents as Non Associated Post (NAP) to the relevant benefit parent file at Heywood DMC. |

34. For more information, see the Records Management Policy.

Review the Local Service Compliance case

35. Prior to deciding the method of activity the Local Service Compliance Team Leader may wish to review the case to check that the relevant information is recorded on the Fraud Referral Form, see FRAIMS guidance - View the FRF.

Decide the method of intervention and allocate the case

36. There are a number of methods of intervention the Local Service Compliance Team Leader (LSCTL) can choose for each case:

- office interview
- visit
- post – If the claimant is not in receipt of a benefit but Local Service Compliance activity is still appropriate
- telephone - If the claimant contacts the office prior to the interview.

37. Office interviews should always be the preferred method, dependant on room availability and the claimant's personal circumstances.

38. Cases can be viewed and allocated to a Local Service Compliance Officer on FRAIMS, taking into account their workload and experience, see Accessing the Inbox.

Pre-award of benefit to the claimant

39. Cases that are referred under Risk A (New Claims) Pre-payment Living Together As a Married Couple (LTAMC) require a face to face interview if the claimant wishes to pursue entitlement.

Potential Living Together As a Married Couple cases

40. Living Together As a Married Couple (LTAMC) cases will be received under Risks A and B where another person has been declared in the household.

41. Local Service Compliance Officers (LSCOs) will also receive cases from Local Service Investigations where there is an alleged partner in the household.

42. If both the claimant and the alleged partner are receiving Department for Work and Pensions (DWP) paid benefits, a case should be raised for each person on FRAIMS, see FRAIMS guidance - Local Service Compliance Activity – Two Cases Required, as an outcome may be appropriate on each case.
43. Where possible, interview both the claimant and the alleged partner.
44. Only complete a CP2LT if the claimant admits that a member of the opposite or same sex is a member of the household but denies that a Living Together situation exists.
45. If the claimant denies that the alleged partner is in the household but the LSCO has new or substantial information, complete a Fraud Referral Form (FRF), see FRAIMS guidance – New or substantial information received.
46. If a potential overpayment is identified obtain full details from the claimant regarding the period of the overpayment and any agreement to repay. It is not necessary to specify any amount of the overpayment. Include this information in the MF47 statement.

Abroad fraud

47. If the allegation states that the claimant is abroad, check legacy systems to see if the absence abroad has already been declared and action is being / has been taken to manage the absence.
48. If details of the absence abroad are already recorded, the new case can be closed with the Outcome Result of 'Cleared before receiving case'.
49. If no record of the absence abroad is recorded, take normal Local Service Compliance interview action by issuing the appointment letter to the last known address.
50. The claimant should be given 14 days to attend the appointment. If the claimant fails to attend then the Local Service Compliance Officer must consider suspension action.
51. If the allegation relates to a past period, take normal Local Service Compliance interview action to establish details of the absence.

Arrange the interview

52. Prepayment interviews and visits must take place within 5 working days of date of receipt by Local Service Compliance. The advisor will have already told the claimant that a visit will be undertaken.
53. All other office or home appointments should be notified in writing and must be a minimum of 14 calendar days in the future, but see Arranging short notice visit appointments.

Office interviews

54. Try to arrange the Local Service Compliance interview to coincide with their Fortnightly Jobsearch Review if they are a Jobseekers Allowance (JSA) claimant. Check if there is an outstanding interview with another part of Jobcentre Plus, for example, a Personal Adviser (PA).
55. Where a Labour Market System (LMS) account already exists, note LMS Conversations that a Local Service Compliance interview has been arranged, along with the interview date and time. For more information,

see Appointment Booking System – ABS Interview Types, sub-heading ‘Benefit Related’.

Home visits

56. Take into account the number of visits and the geographical area being visited by the Local Service Compliance Officer (LSCO).
57. If it is a prepayment visit, the claimant should be notified if possible by telephone due to the urgency of the visit, to arrange a suitable time and day. Only notify the claimant for this type of visit in writing if they cannot be contacted by telephone.
58. Where the LSCO has already notified a number of visits to a particular area, but following the initial notification being issued, they have gaps in their day, for example claimants may have notified they will not be available to be visited, it may be appropriate to contact claimants by telephone to arrange to see them at short notice, see Arranging a short notice visit appointment.

Arranging the interview/home visit

59. Confirm the availability of the LSCO using local diary arrangements.
60. The appointment date must be a minimum of 14 calendar days in the future, but see Arranging short notice visit appointments.
61. Locate the claimant’s mobile telephone number and create the SMS text message and schedule the text message for the day before the interview date. This step is not required if a mobile telephone number cannot be located.
62. Record details of the planned interview/home visit by creating an activity on FRAIMS ensuing a B/F date is set the day before the scheduled interview date, so that the SMS text message schedule can be checked,.
63. Complete and send the appropriate:
 - CCOI1 / CCOI1W – for office interviews,
 - CCV1 / CCV1W – for home visitsby creating a Correspondence activity on FRAIMS
64. For more information on creating the interview/visit activity, see FRAIMS guidance:
 - Arranging the interview
 - Arranging the visit.
65. Pass the case to the LSCO if the above action was undertaken by someone other than the LSCO.

Un-notified visits

66. Taking into account Article 8 of the Human Rights Act, un-notified visits may only be conducted on Risk A - Pre-payment Living Together As a Married Couple (LTAMC) cases, identified at the gateway where the Financial Assessor has told the claimant we will be visiting them.
67. Prior to the visit full justification by the LSCO must be documented detailing why the visit was un-notified. Record details of the un-notified visit on FRAIMS, see FRAIMS guidance – Scheduling the visit.

68. The Local Service Compliance Team Leader may wish to perform a management check on all un-notified visits.

SMS Text Messaging

69. A SMS text message should be sent to the claimant in advance of the scheduled interview to remind them of the date and time to attend.
70. Standard messages for Local Service Compliance in English and Welsh have been provided and no changes or additions to these messages are to be made.
71. Examples of the SMS text wording is shown below:
- English:
This is to remind you of your appointment at <venue> ('Your home' or 'XXX jobcentre') on <date> <at or between><Time>. If you have any problems please call <insert local compliance team number>.
- Welsh:
Mae hyn i'ch atgoffa y bydd eich apwyntiad yn <venue> ('Your home' or 'XXX jobcentre') ar <date> <at or rhwng><Time>. Os oes gennych unrhyw broblemau ffoniwch <insert local compliance team number>.
- Note: Where we use 'Your home', these will be the actual words used in the text message, not the claimant's address.
72. For guidance on how to create a message and schedule it for delivery, see 5. How to send a message.
73. For further information about the Rapide SMS text messaging service, see SMS Homepage.

Arranging short notice appointments

74. It may be necessary to arrange short notice office or visit appointments to make most efficient use of the Local Service Compliance Officers (LSCO) time.
75. When making the initial telephone call the LSCO must ensure they speak to the claimant only and establish their identity using random security questions.
76. If a message is to be left on the claimant's answerphone, follow the guidance in Leaving a messages on a Claimant's answerphone.
77. When claimant's identity has been established, advise the reason for the call and ask if the claimant will be available to attend an appointment whether at the office or by visit.
78. If the claimant states they will be available, explain the reason for the appointment and tell the claimant what information / evidence they must obtain and provide at the appointment. They must bring/have available:

Evidence of their identity

- passport
- driving licence
- any of the following, which must show their current name and address
 - utility bill
 - rent agreement
 - bank statement.

Other documents

- bank statements; for any current accounts, deposit accounts, or any bank/building society or Post Office accounts
 - occupational pension(s); their most recent statement from the pension provider or details of other money from a place where their or their partner used to work
 - earnings, including their most recent wage slips
 - Individual Savings Accounts (ISAs), Personal Equity Plans (PEPs) statements
 - savings and investments; such as National Savings Certificates, Premium Bonds, Income Bonds, or Capital Bonds
 - details of any property or land, other than where they live
 - evidence of their immigration status and 'Right to Remain'.
79. If the claimant states they cannot attend or be available for the appointment, or they cannot obtain the necessary documentation in time for the appointment, tell the claimant that an appointment letter will be issued to arrange a later appointment date, and warn the claimant that they must attend/be available for this appointment.
80. Record details of the telephone call and any appointment arrangements on the FRAIMS case see FRAIMS guidance – Appointment arranged by telephone call.
81. If the claimant does not answer or is unavailable either to take the call or for the suggested appointment date, details of the call must still be recorded on FRAIMS.

Interview preparation

82. The Local Service Compliance Officer (LSCO) must preview the case prior to the interview. As a minimum, check relevant IT systems and review the most up to date details concerning the claimant held on the Departmental benefit systems, for example:
- whether the claimant still has conditions of entitlement
 - who lives at the claimant's address
 - confirm no official errors have been made.
83. If the claimant is suspected of working whilst in receipt of benefit and we know the name of the employer they cannot be contacted until we have interviewed the claimant. This is because the enquiry is being made for non-benefit offence purposes and Section 111 of the Social Security Administration Act 1992 is not appropriate. See Contacting the employer.
84. Identify any sensitive material prior to the interview and remove it from the file. Sensitive material must not be disclosed to the claimant. Complete the Sensitive Information record sheet (RM7) confirming that the check has been completed.
85. If a case has been notified for a Local Service Compliance interview and is subsequently chosen for a Performance Measurement visit, continue with Local Service Compliance activity and interview the claimant. The Performance Measurement team will identify this activity when they preview the case and see the reference in 'Notepad' to Local Service Compliance action.

86. If the claimant has not been notified of a Local Service Compliance interview and is chosen for a Performance Measurement interview, Local Service Compliance activity must stop. Note FRAIMS accordingly by creating an activity and then close the case when all details have been completed.
87. If the case notes suggest an interpreter is required, one should be arranged.

Receipt pad

88. The Local Service Compliance Officer (LSCO) must have an FF300/FF300W receipt pad in the event that a bank book is obtained from the claimant and a receipt is to be issued. This can be obtained from the Finance Officer.

Identity card

89. The LSCO must have a valid identity card EF283/EF283W, which must not be a Local Service Investigations identity card. This must be shown to all claimants who are being interviewed outside of the office. For office interviews, a Department for Work and Pensions identity card, or name badge can be used.
90. If the Local Service Compliance Team Leader or other authorised person intends to accompany a LSCO on a visit they must also have a valid identity card to show to the claimant.
91. For more information, see the Finance Managers Guide.

Contact from the claimant

Contact to cancel or re-arrange the appointment

92. The claimant may telephone the office on receipt of the appointment letter. If the claimant cannot attend the arranged interview the Local Service Compliance Officer (LSCO) must re-arrange the appointment at a convenient time and place for both parties.
93. If the appointment is re-arranged, the reason given for not attending must be recorded on the existing FRAIMS interview/visit activity and a new interview/visit activity created.
94. The existing FRAIMS activity details must not be over-written with the new appointment time/date.
95. Ensure the SMS text message is updated to show the new appointment details.
96. Where appropriate, revise LMS notes to add details of the change of appointment date and/or time.

JSA Claimants

97. As a minimum, arrange to record the reason why the claimant cannot attend the interview/visit in LMS conversations.

Contact to report a change of circumstances

98. In order for the LSCO to claim a successful outcome the claimant must contact the Department to report a pre-existing change of circumstances,

preferably the Local Service Compliance Team, although this is not essential, to enable them to complete the required Local Service Compliance activity.

99. If the claimant reports the change to the LSCO and the only way to resolve the case is to discuss the circumstances over the telephone, for example: if the claimant has started full-time employment and cannot attend a Local Service Compliance interview, a full review including the completion of a MF47 must be carried out by the LSCO in order to claim a Monetary Value of Adjustment (MVA).
100. The change must have occurred on or before the day this review takes place. See Interview conducted by telephone for guidance on how to conduct Locals Service Compliance interviews over the telephone.
101. If the change is reported to someone other than the LSCO, a MVA can only be claimed if, following the issue of the letter from Local Service Compliance inviting the claimant for interview, they contact to report a change which occurred on, or prior to the date the letter was issued.
102. If the claimant reports a future change, a successful outcome cannot be claimed.
103. The contact from the claimant must be recorded on the FRAIMS case, see FRAIMS guidance – Contact from the Claimant. At this point the claimant can, if they choose to, waive the 3 day minimum notification period, in order to have an earlier interview.

Safety of staff whilst visiting

104. The Local Service Compliance Team Leader must ensure that appropriate health and safety guidance has been followed prior to the allocation of any visits to claimants. Instructions can be found in the following guidance:
 - Keeping Safe – Travelling and Working Off-Site,
 - Working away from the office – a Health & Safety framework for managers,
 - Risk Assessment for DWP persons involved with visiting customers in their homes.

04 Undertaking the Local Service Compliance interview

Action prior to the interview

1. Prior to the interview it is important that the Local Service Compliance Officer (LSCO) removes all sensitive material from the case documents and completes the RM7 to confirm that this check has been carried out. This will ensure that the identity of the informant is not revealed to the claimant.

Definition of sensitive material

2. The official definition of sensitive material is:
‘Any material, the disclosure of which it is believed will give rise to a real risk of serious prejudice to an important public interest’.

3. The types of sensitive material most frequently falling into this category are:
 - allegation of non-compliance. This could be a letter or other information that could identify the person making the allegation
 - material relating to national security
 - material given in confidence, that is, material that has been supplied on condition the contents will not be disclosed or not disclosed at least until a subpoena has been served on the supplier, for example information from a bank official or a doctor
 - details obtained from Social Services confirming that a child has been taken into care that may also identify the child's current whereabouts. In these circumstances the details that may reveal the child's current whereabouts should be treated in the same way as collateral information and blanked out prior to interview.
4. These examples are not exhaustive and each case should be considered on its merits.

The Local Service Compliance interview

5. The aim of the Local Service Compliance interview is to:
 - discuss the case having regard to the reason for the referral
 - obtain accurate information from the claimant
 - conduct a full review of the claimant's circumstances
 - reinforce claimant responsibilities.
6. At the interview, the Local Service Compliance Officer (LSCO) must introduce themselves using their identity card for home visits, or their identity card or appropriate name badge for office visits.
7. Confirm the claimant's identity. Suitable documents to confirm identity are the following that state the claimant's name and address:
 - passport
 - driving licence
 - utility bill
 - rent agreements
 - bank statements
 - identity card.
8. See Common Standards for Identity Verification for more details regarding Departmental guidance and standards when questioning claimants about their identity.
9. If the claimant cannot provide evidence of their identity, cross check the most up to date personal information held on Departmental records with the claimant and record details of the checks on the file. This must also be done if the interview is conducted over the telephone. See also Doubts regarding identity.
10. If it is an office interview, you must offer to reimburse the claimant's travel expenses. For Job Seekers Allowance (JSA) claimants, this will only apply if it is not their normal day of attendance. For more information, see Reimbursement of customers travelling expenses.
11. State the purpose of the interview. In cases where there is information suggesting the case is or has been paid incorrectly inform the claimant that

this specific aspect will not lead to prosecution but may result in the imposition of a Civil Penalty. Benefit that has been overpaid may be repayable.

Risk A and B referrals only

12. Confirm that the claimant has received the INF3(IS/JSA) leaflet.
13. If they have not received the leaflet, give the claimant a copy and, if required, give the claimant sufficient time to read the leaflet before continuing with the interview.

Disability Living Allowance and Attendance Allowance cases

14. If Disability Living Allowance (DLA), Personal Independence Payment (PIP) or Attendance Allowance (AA) is in payment as well as a Jobcentre Plus benefit, such as Income Support or Jobseekers Allowance, the claimant must only be interviewed about the Jobcentre Plus benefit.
15. If new or substantial information is obtained during the interview and the LSCO has grounds for suspecting that the DLA, PIP or AA claim is in doubt, a new Fraud Referral Form (FRF) must be completed and referred to the Fraud and Error Service Disability and Carers Team (FES DCT) using FRAIMS.

Conducting the interview

16. Conduct a robust and challenging interview with the claimant in either a private interview room, or a screened area by:
 - asking questions in order to establish the truth, checking the claimant's understanding of their claim to benefit
 - establishing the current circumstances of the claimant to enable a Decision Maker (DM) to make a decision on entitlement to benefit which may include an overpayment/underpayment of benefit
 - presenting the details of the Fraud Referral Form (FRF) or potential incorrectness, without revealing the source, or disclosing material marked or deemed sensitive
 - inviting and listening carefully to the response from the claimant
 - questioning further to establish the facts around benefit entitlement, for example:
 - when did the alleged fraud/error start?
 - how long has it been going on for?
 - how often?
 - why was the correct information not provided?
 - why was the change in circumstances not reported?
 - not being bound to accept the first answer given
 - completing the CP2(L/T) where appropriate
 - warning the claimant about their conduct and that any future failure to declare a change in circumstances may lead to more serious action being taken by the department
 - asking the claimant for relevant documentary evidence and tell the claimant that failing to provide the evidence will result in their benefit being suspended, followed by closure of their benefit claim if the information is not supplied within the subsequent 4 weeks. Note: Such

- closure will not stop consideration of whether there is an overpayment to be recovered
 - limiting questions to current benefit entitlement where new or substantial information is received
 - obtaining a statement on form MF47, including where the claimant has admitted that they knowingly gave false information or knowingly failed to declare a change of circumstances
 - making a brief record of the interview. All notes made need to follow Data Protection Act 1998 principals and should be fact, not opinion.
17. The summary of the interview must be recorded on FRAIMS as outlined in Post Interview Action.

Action required for specific circumstances

Interpreters required at the interview

18. The claimant has the right to request an interpreter at the interview. The Local Service Compliance Officer (LSCO) should also arrange an interpreter if they feel there is a communication difficulty with the claimant and the interview cannot proceed.
19. For more information about the process for using Interpreters, see Interpreting Service guidance, sub-heading Interpreting services procedures.

Other person present at the interview

20. The LSCO should have regard to the needs of the claimant if they think they may not understand what is happening at the interview.
21. This may include claimants who have a mental health condition or learning difficulty who are incapable of understanding the significance of questions put to them or their replies. These claimants may require the presence of an appropriate adult at the interview. The appropriate adult must be informed that they are not expected to act simply as an observer.
22. The role of the appropriate adult is to:
- advise the person being interviewed
 - observe whether the interview is being conducted properly and fairly
 - facilitate communication with the person being interviewed.
23. The definition of an appropriate adult is:
- a relative, guardian or other person responsible for their care or custody
 - someone who has experience of dealing with mentally disordered or mentally handicapped people who is not employed by the organisation
 - failing either of the above, some other responsible adult aged eighteen or over who is not employed by the organisation.
24. If required, the LSCO should ask the claimant if they would like the interview re-arranging to an alternative date to enable the attendance of the appropriate adult. If the person says that they do not want the interview re-arranging or to be accompanied by an appropriate adult, the interview should proceed. The fact that the person declined the presence of an appropriate adult should be noted on the FRAIMS activity.

Persons at risk identified at the interview

25. If at the interview there are indications that a child or vulnerable person is at risk of injury, ill treatment or neglect, take appropriate action as outlined in guidance available on the Vulnerable Customer hub.

Domestic violence

26. If during the course of an interview with the claimant or partner they indicate that they have any concerns or that they are victims of domestic violence, the LSCO must always signpost them to the most appropriate help available and agree with them how they would like to receive information about the help available.
27. If the claimant has access to the internet, signpost them to the GOV.UK web-site to enable them to get the expert help and advice they need or details can be printed from the site and issued to the claimant.
28. If it is not appropriate for the claimant to use the GOV.UK website advise them to access other available help through the Citizens Advice Bureau (CAB), their family doctor or other local organisation or domestic abuse help lines.
29. When preparing for a visit, LSCO will need to be aware of the information contained within this website. It is not necessary to carry these details at all times, but if required the LSCO should agree how the claimant would like to receive this information.

Recording of interviews

30. The claimant may ask to record the interview. Requests to do so must be accepted. The same principles apply in Scotland.
31. For more information, see Recordings by claimants during interviews, telephone calls.

Review of the claimant's current circumstances

32. Where the claimant declares a change of circumstance, a review form should not be routinely completed as most of the information may not have changed. Completion of the review form, A2 / ESA2 / JSA2, is at the discretion of the Local Service Compliance Officer (LSCO) and the reason must be recorded on FRAIMS and the MF47 statement.
33. When reviewing a claimant's current circumstances, it is essential that details of a claimant's phone numbers, mobile and/or landline are confirmed. Any changes must be reported at the earliest opportunity, to the:
- Benefit Centre (BC) for legacy purposes
 - Jobcentre for Labour Market System purposes.

Doubts regarding identity

34. If there is any doubt regarding the identity of the claimant continue with the interview. Do not discuss with the claimant your suspicions concerning the claimant's identity.
35. Following the interview providing full details of the doubt and submit the Fraud Referral Form (FRF) to FRAIMS for consideration of an

investigation, see FRAIMS guidance - Manager Agrees New Referral Required - Interview Taken Place.

Request for the Local Service Compliance Officer to leave the claimant's home

36. The claimant can request the Local Service Compliance Officer (LSCO) to leave their home at any point during the interview. The LSCO must do so immediately if asked by the claimant.
37. Inform the Local Service Compliance Team Leader (LSCTL) and record the details on the FRAIMS activity.

Claimant refuses to comment

38. If the claimant refuses to comment, after you have asked initial questions, take the following action:
 - terminate the interview
 - update the interview / visit activity on FRAIMS along with anything the claimant said prior to asking questions, see FRAIMS guidance:
 - Recording the Interview Outcome – Claimant attends
 - Recording the Visit Outcome – Claimant seen
 - refer the case to the LSCTL.
39. The LSCTL should consider referring the case to the Decision Maker (DM) for a decision to be made on future benefit entitlement, see Obtaining benefit and/or overpayment decisions.
40. If a referral to the DM is being made, ensure that all sensitive material has been removed from the file and the RM7 has been updated before referring the case to the DM.

Living Together As a Married Couple cases only

41. Occasionally the claimant may ask for some time to consider their circumstances in discussion with the alleged partner.
42. The Local Service Compliance Officer (LSCO) must obtain a statement detailing the claimant's current circumstances regarding their living together situation and their wish to discuss with the alleged partner. If the claimant reports a change of circumstances that leads to benefit being adjusted before the date of the second interview, this contact would fall within the causal link guidance.
43. Record details of the interview by updating the FRAIMS interview/visit activity, see FRAIMS guidance:
 - Recording the Interview Outcome – Claimant attends
 - Recording the Visit Outcome – Claimant seen.
44. The LSCO should make a further appointment to interview the claimant within 10 calendar days of the initial interview, see:
 - Arranging the Interview
 - Arranging the Visit.
45. At the second and final interview, a further statement should be obtained detailing the claimant living together circumstances.
46. If following this interview the claimant reports that they are now living together within 28 days of the first interview that leads to benefit being

adjusted, a Monetary Value of Adjustment (MVA) under the causal link rules would apply.

Undisclosed capital cases

47. A Customer Centric, formally General Matching Service (GMS), referral may suggest that the claimant has a bank account or other investments that have not been declared. For further information see Customer Centric Referrals.
48. If the claimant denies having accounts or investments other than what they have declared, the onus is on the claimant to provide proof they do not hold the accounts shown on the data match.
49. The Local Service Compliance Officer (LSCO) will ask the claimant to approach the bank shown on the referral, and provide the claimant with the name and address of the bank's Head Office and the last four digits of the account number, this does not apply to Halifax Bank Accounts.
50. If the data match identifies a Halifax Bank account, the account number may have changed. This means that the last four digits of Halifax accounts shown on the match should not be given to the claimant.
51. It has been recognised that some of the data provided in capital matches (Rule ISIR008) may not be reliable and must be used for intelligence purposes only. See guidance on Rule ISIR008 for further information.
52. In order to prevent the unlawful disclosure of personal information to a third party, the claimant must not be given any other information in relation to the suspect bank accounts or investments such as sort codes, full account numbers, or balances. Only the name and address of the bank's Head Office and the last four digits of the account number, where applicable should be provided to the claimant.
53. The claimant will be given 14 calendar days to respond and must be advised that if no response is received from them by the due date, their case may be referred for a decision to consider suspension of their claim and/or an overpayment calculation. More time can be considered for a full response if the claimant requests this depending on the circumstances of the individual case, including the bank requiring more time to process the request.
54. If no response is received within 14 calendar days, or the due date if an extension has been given, the case should be referred to a decision maker to consider suspension of benefit and/or an overpayment calculation based on the information already available.

Documentary evidence

55. The claimant must be asked to provide all the relevant documentary evidence to enable the Decision Maker (DM) to decide benefit entitlement and/or overpayment calculation. Allow the claimant 14 calendar days to provide the evidence and warn them that failure to do so may affect benefit entitlement. Record this activity on the FRAIMS case, see Post Interview action.
56. Contact with the employer may be appropriate where the claimant has signed an MF47 Statement declaring they have been working and has given their written authority / permission for the department to contact their

- employer direct. If the claimant refuses to sign the MF47 or give their consent to contact the employer, see Contacting the employer.
57. If the claimant / information provider does not provide the relevant evidence within appropriate time limits, take action as outlined at Documentary evidence not provided,
58. In cases where the claimant states that they have been working but will immediately finish, the claimant is required to:
- provide documentary evidence of dates of employment within 10 working days
 - make a new claim to benefit.
59. Additionally, if a referral suggests the claimant has undeclared capital in the form of savings and at interview denies they have an account with the bank/building society on the referral the bank/building society in question must not be contacted. For further information, see Undisclosed capital cases.
60. In cases where the claimant admits to a change in circumstances advise the claimant that the case will be referred to the DM and benefit entitlement may be suspended immediately until the documentary evidence is provided.
61. If further information or confirmation is required for benefit correctness or overpayment calculation, take the following action:
- create an activity and B/F on FRAIMS to record that the case is booked out to the DM/BC pending a decision being made by the DM on future benefit entitlement
 - if further information is required, other than in relation to bank accounts, obtain the claimant's consent on form MF47.

Dealing with Bank Charges

62. Local Service Compliance teams can pay for bank statements/charges but should first consider the following:
- ask the claimant, it is their responsibility to provide sufficient evidence to support their claim. If current entitlement is in doubt, the Decision Maker (DM) may agree to suspend the claim on the information or admittance they have
 - depending how much the overpayment will be, it may not be worth the cost of paying for them
 - as a last resort, agree to pay and pass through to the Finance team.

Government funded Trusts and Funds

63. Payments received as a result of a Government funded Trust or Fund do not have to be declared and may be disregarded for benefit purposes. This relates to payments made from the following Trusts/Funds:
- the MacFarlane Trusts,
 - the Fund
 - the Eileen Trust
 - the Skipton Fund
 - the London Bombings Relief Charitable Fund
 - MFET Limited

- Caxton Foundation.

Payment details provided/obtained

64. If the claimant is in receipt of a Government funded Trust or Fund and is invited to attend an interview, they may contact the appropriate organisation. The Trust/Fund will obtain the claimant's authority to disclose information and will notify the department of any such payments.
65. The Criminal Intelligence Cardiff Operational Intelligence Unit (OIU) will act as a post box for the receipt of payment details from:
- the MacFarlane Trusts
 - the Eileen Trust
 - the Skipton Fund
 - MFET Limited
 - Caxton Foundation.

Note: MacFarlane Trust can only supply information from year 2004 onwards.

66. Payment details will be entered on to a consent form and sent to a designated inbox at Cardiff OIU prior to being forwarded electronically to the relevant Local Service Compliance Officer (LSCO) for action. It will not be the responsibility of the OIU to check completion of any consent form provided.
67. On receipt of payment details provided by the Trust/Fund, the LSCO should refer to a Decision Maker to decide whether the payment should be disregarded for benefit purposes. See Decision Makers Guide (DMG) Volume 5 Chapter 29, paragraphs 29418 onwards, for further information regarding payments and disregards.
68. Where applicable, the LSCO must note the claim or JSAPS/ISCS notepad that 'capital of X amount at (date) is to be disregarded'.

Payment details not provided

69. If the claimant attends the Local Service Compliance interview without contacting the appropriate organisation, the LSCO must be sensitive in their questioning where capital is identified as a result of a Trust or Fund named above. The Local Service Compliance interview must be terminated where payment details are required to establish any payment disregard. All payment enquiries should be directed by e-mail to the Single Point Of Contact (SPOC):

xxxxxxxxxxxxx

Fraud and Error Service

Email: xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

[Contact name and email address redacted - Exclusion 40 applied: Personal information]

70. Benefit Delivery Specialist Operations Team will obtain information about payments from other organisations if necessary.
71. Further information on these organisations, their purpose and the rules surrounding the disregards that operate in relation to payments can be found in Jobseekers Allowance Procedural Guidance – Capital.

Requirement to attend or cancellation of the interview

72. The claimant must be advised as to whether a Local Service Compliance interview is still applicable. If so, the claimant must be sent the CCOL1TF.
73. Where no further action is required the claimant must be sent the CCOL1TFC. See FRAIMS guidance - Interview cancelled.

Informing the claimant about Jobcentre Plus services

74. The Local Service Compliance Officer (LSCO) has the responsibility to inform the claimant of other Jobcentre Plus services available to them, for example an appropriate Personal Adviser (PA).

Claimants in receipt of Jobseekers Allowance

75. The LSCO may decide that More Frequent Attendance (MFA) would be appropriate for the claimant. The following are examples of when MFA could be considered:
- appearance of the claimant suggests they are working but this was not established during the Local Service Compliance interview. This would include oil or paint on hands that could indicate they may be working in car maintenance or painting and decorating
 - claimant failed to keep a Local Service Compliance interview without a valid reason
 - claimant was in a rush to complete interview.

Claimant in receipt of other benefits

76. The LSCO should consider referring non-Jobseekers Allowance (JSA) claimant to an appropriate PA. This should be done by completing an A6/minute sheet and issuing it to the relevant Jobcentre. The Jobcentre will then arrange an appointment with the appropriate PA.

Bringing the interview to a close

77. At the end of the interview take the following action:
- ensure that the claimant has completed, signed and dated all the relevant documentation
 - inform the claimant of the next steps, for example referral to Debt Management
 - give the claimant a copy of the MF47 statement if they request one. If the interview has been conducted via a home visit inform the claimant that a copy will be sent by post.

Interviews conducted by telephone

78. For interviews conducted by telephone, the Local Service Compliance Officer (LSCO) must take the following action to conclude the interview:
- inform the claimant that the MF47 statement, if appropriate, will be posted for them to sign and return along with any relevant documentary evidence, immediately following the interview
 - tell the claimant the forms must be returned within 14 calendar days, or their benefit may be suspended after this date.

79. Create an interview activity on the FRAIMS case:
- recording the date the MF47 is issued to the claimant
 - set a B/F date of 14 calendar days for the return of the MF47.
80. If a reply is not received by the B/F date, complete form LT54 outlining details of the case and refer the case to the DM.
81. If the claimant has reported a change in circumstances which effects current benefit entitlement, notify the DM to immediately review entitlement, do not wait for the MF47 to be returned. See Obtaining benefit and/or overpayment decisions.

Claimant fails to attend/be available for the appointment

82. If the claimant fails to attend or be available for an office interview or home visit record the details on the Interview / Visit activity, see Post Interview Actions – Claimant fails to attend.

05 Completing the MF47 statement

Completing the MF47 statement

1. The MF47 statement must always be completed during the Local Service Compliance interview. Ask the claimant if they would like to write the statement themselves. If they do not wish to do so, the Local Service Compliance Officer must complete the statement using the claimant's own words.
2. The statement should include the following:
 - current circumstances and any known future changes
 - a full description of the facts of any non-compliance established
 - acceptance of the cause of the problem
 - reasons for providing incorrect information on the initial claim
 - reasons for failing to report a change of circumstances
 - an agreement to repay any recoverable overpayment, regardless of the amount. Do not obtain an agreement to repay an overpayment that is wholly an official error as this will be written-off
 - an understanding of the claimant's future responsibilities
 - an understanding of the potential consequences of this and any future non-compliance on the claimant's behalf
 - details of the identification seen, or if the interview is conducted over the telephone note the questions asked around identification and the claimant's responses.

Small overpayment statement from claimant

3. In order for small overpayments of £65.00 and under to be recovered from the claimant, the following exact form of words must be used on the MF47 statement, as applicable:
 - I admit I knowingly gave false information
 - I admit I knowingly failed to declare a change of circumstance.
4. Ask the claimant to sign and date the statement immediately after the last word. The Local Service Compliance Officer (LSCO) must witness and

date the statement and score through any unused parts to ensure no additions to the statement can be made once the claimant has signed it.

Refusal to sign the MF47 statement

5. If the claimant refuses to sign the MF47 statement, the LSCO must take the following action:

| Step | Action |
|-------------|---|
| 1. | In the presence of the claimant, the LSCO must sign and date the MF47 statement and score through any unused parts to ensure no additions to the statement can be made. |
| 2. | Ask the Local Service Compliance Team Leader (LSCTL) to countersign the statement, if present at the interview or return to the office. |
| 3. | Record the claimant's reasons for not signing the form on the interview activity on FRAIMS, see FRAIMS guidance – Recording the visit outcome – Fraud and Error Service Local Service Compliance. |

Example of claimant's understanding to record on the MF47

6. The following is an example of what can be recorded on the MF47 statement to confirm that the claimant understands the consequences of future non-compliance:
- "I know and understand that I must notify all changes in circumstances, and that failure to do so may lead to action being taken against me."

New or substantial information

7. New or substantial information is defined as:
- new – a different offence type than the specific Fraud Referral Form (FRF) given for the Compliance case
 - substantial – will have sufficient grounds to raise a new FRF that would have the potential to achieve a fraud penalty
 - note the exception for special rules when considering General Matching Service (GMS) capital referrals.

New or substantial information is received

8. If new or substantial information is disclosed by the claimant that would indicate fraud penalty action may be appropriate, the Local Service Compliance Officer (LSCO) must limit the questions to obtaining sufficient information to allow the Decision Maker (DM) to assess current benefit entitlement.
9. Do not ask questions about the claimant's previous entitlement as the claimant has not been cautioned as per the Police And Criminal Evidence (PACE) Act in England and Wales only, and failure to comply with this will prejudice any potential fraud penalty action.
10. In rare circumstances, if new or substantial information is received prior to the Local Service Compliance interview being undertaken, the case is routed to Local Service Investigations. If Local Service Investigations

deem fraud penalty action not appropriate, the case may be transferred back to Local Service Compliance to complete their action.

New or substantial in capital cases.

11. There is one exception to the definition of substantial which covers Customer Centric capital referrals:
 - ISIR008
 - JSIR008
 - ESIR008
12. These referrals are generated where the capital exceeds the lower tariff income level but falls short of the higher level. This means the claimant may have capital between £6,000 and £16,000.
13. At the start of the interview it should be made clear to the claimant that the interview is concerning the specific information on the FRF.
14. If, when undertaking the interview, it becomes apparent that the claimant has other savings that in total may exceed £16,000, the case should be referred to Local Service Investigations to investigate further.
15. It is important that no commitments are made to the claimant about how the matter will now be handled and that questions are limited to determining the total value of the capital. Any details obtained should be captured on the MF47 statement.
16. Where possible the LSCO should establish the total value of the claimant's savings, and advise the claimant that the matter now has to be passed on to other colleagues for consideration.
17. The LSCO should complete a witness statement MG11 for attachment to the FRF when the case is passed to Local Service Investigations.
18. The case should be referred to the DM for a decision on current benefit entitlement and if a Monetary Value of Adjustment (MVA) is applicable this should be claimed.
19. An FRF should then be completed and referred to the FES Local Service Compliance Team Leader for consideration.
20. These cases cannot later be referred back to Local Service Compliance if Local Service Investigations are unable to obtain a fraud penalty. Any further action would then be undertaken by Local Service Investigations.

New or Substantial action and FRAIMS

21. In all of these cases the LSCO must take the following action:

| Step | Action |
|------|---|
| 1. | Record the claimant's current details on the MF47 statement. |
| 2. | Verbally advise the claimant that details of the new or substantial information will be passed for appropriate action to be taken. |
| 3. | Complete the LT54 outlining the details of the case and take action as outlined in Post Interview Actions. |
| 4. | Create a new FRAIMS activity to forward details of the new or substantial information, with a copy of the MF47 statement and MG11 to the Local Service Compliance Team Leader (LSCTL), see FRAIMS guidance - Information referred to Manager. |

| | |
|----|---|
| 5. | The LSCTL must consider if the information meets the criteria for new or substantial and, if satisfied, returns all relevant documentation (including the original referral documents) to the LSCO, see FRAIMS guidance – Manager’s decision. |
| 6. | The LSCO completes and submits the new Fraud Referral Form (FRF), and takes matching incident action, see FRAIMS guidance - Interview Taken Place. |

Example of new or substantial information being received

22. Angela is visited regarding an FRF of living together with an unnamed partner. She denies that she has a partner, however during the course of the interview she tells the LSCO that she has been working full time for three years whilst receiving benefit.
23. No capital previously declared on the claimants claim to benefit. Local Service Compliance receives a Customer Centric referral detailing undeclared savings held by Lloyds TSB indicative of lower level tariff income. When questioned, the claimant acknowledges savings with Lloyds TSB, but declares their actual value to be £18,000.
24. When considering the exception, the total amount of capital, either on the original referral or any other accounts identified at the interview, must be taken into account.

06 Post interview action

Claimant attends the appointment

Updating the Activity Resolution

1. Where the claimant attends the appointment, record details of the outcome of the appointment on the FRAIMS activity, see FRAIMS guidance;
 - Recording the interview outcome – Claimant attends
 - Recording the visit outcome – Claimant seen.
2. Ensure that the correct Resolution reason is selected for the outcome of the appointment as this will be used for Management Information (MI) purposes.
3. The following table shows how the selected Resolution input on the FRAIMS activity will be treated for MI purposes.

| Resolution | MI Result |
|---|-------------|
| Office Interview Attended Further Interview Required | Effective |
| Home Visit Effective – Action Complete Effective – Action Incomplete Ineffective – Visit N/A | Effective |
| Office Interview Failed to Attend C | Ineffective |
| Home Visit | |

| | |
|---|--|
| Ineffective – Action Incomplete | Ineffective |
| Office Interview / Home Visit Customer Cancelled Not Required Created in Error | Neutral (Will not affect the FTA MI calculation) |

Recording details of the interview

4. Record a summary of the interview activity in the Activity 'Description' and/or 'Comments' field on FRAIMS. As a minimum this must include:
 - confirmation of any change to the booked interview date and that a signed MF47 was taken plus record details of any other documentation obtained
 - confirmation that the interview and MF47 are compliant with guidance requirements
 - if any change of circumstances identified, admissions made or information identified for further check. Provide full details and all relevant dates
 - next steps required on the cases such as; close case, refer to, arrange further interview, diary for Causal Link period, etcetera
 - record details of any relevant additional information obtained for example; alleged partner's name.
5. The following examples illustrate of the types of acceptable wording which will meet the minimum requirements: they are not exhaustive:
 - Guidance compliant interview conducted and signed MF47 taken. No CoC or inform for further check. Close Nil Result
 - Guidance compliant interview conducted and signed MF47 taken. No CoC or info for further check. Close Nil Result if no LT change in CL period
 - Guidance compliant interview conducted and signed MF47 taken. Only CoC is 3 day undeclared work xx/xx/xx to xx/xx/xx. Refer to BDC for o/p. No MVA change
 - Guidance compliant interview conducted and signed MF47 taken. Only CoC is declaration of LT from same day and request for immediate claim closure. Referred to BDC
 - Guidance compliant interview conducted and signed MF47 taken. Only CoC is capital/income has not been fully disclosure. Made aware that full details / documentary evidence to be provided by xx/xx/xx or benefit payment will be suspended and claim considered for subsequent closure.
6. The examples above are not exhaustive and LSCOs should consider these examples when inputting their own notes.

Obtaining benefit and/or overpayment decisions

7. Complete the LT54, outlining details of the case. Ensure the LT54 is fully completed as the DM will return forms that have information missing or incomplete.
8. If the case is a GMS RTE Proof Of Concept case only, see Pension Referrals.

Current award of benefit to be revised

9. If the current award is to be revised:
 - send the LT54 to the DM
 - create an activity and B/F the case for the DM response
 - update the 'Case Stage' to 'Benefit Decision', NOT required for benefit suspension cases
 - do not update the Case 'Outcome', 'Outcome Result' or 'Date of Outcome' fields
 - if an overpayment calculation is required, also take action as outlined in Overpayment calculation required.

Overpayment calculation required

10. If an overpayment calculation is required in addition to revision of the current award:
 - complete the REF2 and send it with a copy of the LT54, MF47 and all other relevant documents to the relevant overpayment Central Team, see 02 – Overpayment guidance for Customer Compliance
 - create an activity and B/F the case for the overpayment Central Team response.
11. If there is no current live benefit claim, or the current award of benefit is not to be revised, record the details of the referral for the overpayment calculation by updating the:
 - Case 'Stage' to 'Central Reassessment Team'
 - Case 'Outcome', 'Outcome Result' and 'Date of Outcome' fields.

Bereavement Benefit

- 12.Cases which require a decision on Bereavement Benefits, including where the current award is already suspended, should be forwarded to the Dover BB Maintenance Team using the email address:
xx.

[Contact name and email address redacted - Exclusion 40 applied: Personal information]

13. If an overpayment calculation is required ensure the REF2 is completed, see Obtaining a benefit and/or overpayment decisions.
14. Set a B/F for a response giving 12 weeks for a reply from Bereavement Benefits.
15. If, at the 12 week B/F, a decision / response has not been received, escalate the case by emailing the Bereavement Benefit DMA team on: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX.

[Contact name and email address redacted - Exclusion 40 applied: Personal information]

16. On the email Subject line input: 'FES LOCAL SERVICE COMPLIANCE CASE ESCALATION'.

Sensitive Material check

17. Remove all material marked sensitive and complete the RM7 to state the check has been completed.

18. Pass the case to the Local Service Compliance Team Leader (LSCTL) for them to complete the final sensitive material check.
19. The Local Service Admin Officer (LSAO) should update Notepad on the appropriate benefit payment system to record that Local Service Compliance activity has taken place.
20. Carers Allowance (CA) cases must be returned to the FES Disability and Carers Team and not direct to the DM.

Claimants fails to attend

21. Where the claimant fails to attend the office interview or is not available for the visit, record details of the outcome of the appointment on the FRAIMS activity. Note; the claimant is only considered to have failed to attend the interview or visit at the end of the working day on which the interview / visit was arranged and not before.
22. See FRAIMS guidance;
 - Recording the interview outcome – Claimant not seen
 - Recording the visit outcome – Claimant not seen.
23. Ensure that the correct Resolution reason is selected for the outcome of the appointment as this will be used for MI purposes.
24. If the claimant has failed to attend the office interview or failed to be available for a home visit, record the details of attempts made to contact the claimant, including any good reasons for the failure to attend in the activity 'Description' and/or 'Comments' field.
25. Where a LMS record exists, note the record that the claimant failed to attend / was not available for the appointment.

Documentary evidence is not provided

26. If documentary evidence is not received within 14 calendar days of the date the request for evidence is notified to the claimant, this could be the date the original letter was issued or the date the verbal request was made if different, the Local Service Compliance Officer (LSCO) should suspend the claimant's current award of benefit.
27. If the claimant is identified as an individual with complex needs and/or requiring additional support and direct contact with the information provider is the only way to progress the case, consider if an approach to the information provider for the required information/evidence is appropriate.

Contacting the employer

28. Local Service Compliance Officers (LSCO) must not contact an employer:
 - before interviewing the claimant
 - issuing the CCEL1
 - where it appears the case is suitable for referral to Local Service Investigations for investigation.
29. The LSCO may contact an employer without consent, where during the interview or following taking CCEL1 action, the:
 - earnings are admitted and the employer named
 - claimant denies they are/have been working for the named employer, or
 - claimant refuses to provide the information requested

- claimant states they are unable to provide the information, for example, they do not have pay slips
 - claimant fails to respond to the CCEL1 letter
 - employer is named in the GMS earning cases referral sent directly to Local Service Compliance (ISPX010 / ISPX012 / JSPX005, JSPX006, JSPX008, JSPX009, JSPX010, JSPX011 and JSPX012).
30. Where a GMS earnings case is received from FES Local Service Investigations but the rule is not one listed above and the employer has not been contacted, the case should be referred back to Local Service Investigations so that an EQ1 can be obtained. Local Service Investigations requests are made under the Social Security Administration Act 1992 which requires an employer to provide the information when requested.
31. It is the claimant's responsibility to provide the information required in relation to employment and they should be allowed 14 days to provide the requested information.
32. If the employer refuses to supply the information, contact the claimant immediately to request the information.
33. Under disclosure principles of section 29(3) of the Data Protection Act 1998, the information can be requested however there is no statutory power to insist the employer provides the requested information.

Obtaining wage information

34. Initial enquiries can be made by telephone with follow up requests in writing if necessary. Any employer enquiry should include details of the position within the company of the person who is providing the information.
35. Employer contact will be recorded on FRAIMS as communications:
- by outbound telephone call, see FRAIMS guidance – Earning enquiry initial check
 - by letter using CCEEL1/CCEEL1W, see FRAIMS guidance – Earnings enquiry requests – Local Service Compliance.
36. Record the requests to the employer and set a B/F date by creating an activity on the case, see FRAIMS guidance – Earnings enquiry requests – Local Service Compliance. Allow 10 working days for the response.
37. If the information is not provided, take action to follow it up this could be by re-issuing the enquiry form and letter or by telephone and update the activity.

Suspending benefit

38. If the claimant fails to attend the appointment, or does not provide the requested information, the Local Service Compliance Officer (LSCO) must consider if the benefit claim is to be suspended.
39. If the claimant has been identified as an individual with complex needs and/or requiring additional support the LSCO must not take suspension action but should send details to the appropriate benefit Decision Maker (DM) so that they can consider the next actions to be taken, see Obtaining benefit and/or overpayment decisions.

40. Queries relating to Hardship claims should be directed to the appropriate DM for action.
41. If benefit suspension action on Jobseekers Allowance (JSA) / Employment and Support Allowance (ESA) / Income Support (IS) is appropriate, send the claimant the CCSUS1 / CCSUS1W.
42. If Income Support is suspended and Housing Benefit is in payment notify the Local Authority that the claimant's Income Support has been suspended by completing the CCISSUS.
43. For all other benefits, do not suspend benefit or send any notification to the claimant. Complete the CCSUS2 and send it to the appropriate Decision Maker who will consider taking suspension action.
44. If the case is a GMS RTE Proof Of Concept case an electronic submission to the Pension Centre DM at Dundee is required, follow the guidance in Fraud Guide – Electronic submissions (e-Evidence) to make the referral.
45. Create an activity on FRAIMS to detail which letters have been issued and set a B/F for 1 month for the response from the claimant. See FRAIMS guidance – Evidence submitted – Fraud and Error Service Local Service Compliance action.
46. Take the following action to suspend JSA / ESA / IS:

JSA / ESA

| Step | Action |
|-------------|--|
| 1. | Access dialogue 210. |
| 2. | Enter 'S' in the appropriate field and select 'Enter'. |
| 3. | In the 'AR code' box input the reason code '9999'. |
| 4. | Enter the date of suspension, this will be the first date after the last payment made, do not enter an end date. |
| 5. | Select 'End'. |
| 6. | Access dialogue 110 and record the reason for the suspension and your contact details. |

Income Support

| Step | Action |
|-------------|--|
| 1. | Input the NINo followed by '460'. You cannot tab across. |

| | |
|----|--|
| | |
| 2. | Enter 'Y' in the Suspension field. |
| 3. | The 'Reason code' is '2'. Select 'Enter'. |
| 4. | Ignore any messages the system displays. |
| 5. | Access dialogue 110 and record the reason for the suspension and your contact details. |

No response received on the expiry of the B/F date

47. If on expiry of the B/F date on FRAIMS the claimant has not been in contact to resolve the issue, update the activity to record that no response has been received.
48. Refer the case to the DM, see Obtaining benefit and/or overpayment decisions.

Reinstatement of benefit

49. If following contact from the claimant benefit is to be re-instated contact the appropriate DM by e-mail to lift the suspension and pay any arrears of benefit.

Post interview action for non-Jobcentre Plus benefits

50. Local Service Compliance Officers (LSCO) may undertake interviews on behalf of other Agencies/Departments. The following action should be taken by the Local Service Admin Officer (LSAO) once the Local Service Compliance interview has been completed.
51. The RM7 should only be completed for information gathered by the LSCO.

Carer's Allowance only referrals

52. For Carer's Allowance (CA) referrals the LSCO must ensure that all sensitive information is marked in red and complete the RM7 to confirm the check has been completed.
53. Send the file including the MF47 statement, RM7 and any associated evidence previously provided by the Carers Allowance Unit, to the Fraud and Error Service Disability and Carers Team (FES DCT):

xxxxxxx
 xx,
 xx,
 xxxxxxxxxxx
 xxxxxxxx.

[Contact name and address redacted - Exclusion 40 applied: Personal information]

54. Files must only be sent to the FES DCT. Do not send cases directly to the CA Unit in Preston.
55. On receipt of the file, the FES DCT will create an activity on the FRAIMS case to record the name of the Performance Manager in Preston of the team dealing with the case, and set a 4 week B/F for a response to the LSCO.
56. If at the expiry of the B/F no response has been received, the LSCO should contact the Performance Manager direct to establish when a response can be expected.
57. See Carer's Allowance Unit Contacts for the full alphabetical split and contact emails.

Pension Referrals

58. If the FRAIMS case is a GMS RTE case only, an electronic referral to the Pensions Decision Maker at Dundee is required, follow the guidance in Fraud Guide – Electronic submissions (e-Evidence) to prepare the referral and send all details by e-mail to: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
[Contact name and address redacted - Exclusion 40 applied: Personal information]
59. For all other Pension referrals, the LSCO must take the following action:
 - refer the case to the Pensions Decision Maker via the Fraud Liaison Officer Single Point Of Contact (SPOC) at the relevant Pension Centre for a decision and any overpayment action
 - create activity and B/F the FRAIMS case to record that the case is booked out, see FRAIMS guidance – Evidence submitted – Fraud and Error Service Local Service Compliance action
 - remove all sensitive material and complete the RM7 to confirm the check has been completed. Ensure that the RM7 is included in the file sent to the PDCS.

07 Recording Outcomes

Local Service Compliance outcomes

1. Local Service Compliance outcomes are:
 - claim to benefit closed with a Monetary Value of Adjustment (MVA) and/or overpayment/underpayment
 - claim continues but a change of circumstances results in MVA and/or overpayment/underpayment
 - no change.

Local Service Compliance action

2. The Local Service Admin Officer will receive all cases returned by the Decision Maker (DM)/Benefit Centre (BC)/Overpayment Referral Team (ORT). Once the case has been received, the outcome must be recorded on FRAIMS. Where more than one benefit is concerned all decisions must be recorded on FRAIMS.

Recording the Case Offence Type on FRAIMS

3. Cases downgraded from Local Service Investigations may display the original Offence Type which is not relevant to Local Service Compliance.
4. To update the Case Offence Type and mark the appropriate Offence as 'Primary', see FRAIMS guidance - Section 31 New Case received - Offence Type.
5. Referrals from the General Matching Service (GMS) will display an Offence Type of 'MIDAS Referral' and depending on the nature of the GMS Rule it must be updated to display the appropriate Offence Type before recording the Case Outcome.
6. The following will assist when deciding the most appropriate Outcome Type to be selected on MIDAS Referrals:

| Details from GMS Rule | FRAIMS Offence Type |
|--|--------------------------------|
| Claimant, partner or dependant in custody or serving a custodial sentence | Home Office Establishment |
| Claimant working, current or past period | Working in receipt of benefits |
| Partner working, current or past period | Partner working |
| Undeclared or under declared capital or savings | Undeclared cap/sav/inc/living |
| Occupational pension or benefit paid by Veterans Agency not being taken into account | Undeclared cap/sav/inc/living |
| All other rules | MIDAS Referral |

Recording the Case Outcome on FRAIMS

7. When the response from the Decision Maker (DM), including details of the MVA, have been received, record details of the Case Outcome, Outcome Result and Date of Outcome on the case.
8. Where the overpayment details are still outstanding following receipt of the DM response, the Outcome, Outcome Result and Date of Outcome fields should be completed, do not close the case until details of the overpayment are received and recorded.
9. Record the Local Service Compliance outcome on FRAIMS as one of the following only:

Outcome

- Positive Compliance
- No Result.

Outcome result

- Abandoned
- Benefit decrease
- Benefit Increase
- Decrease & Overpayment

- Overpayment Only
 - Increase & Underpayment
 - Underpayment Only
 - No Change
 - External handoff
 - Cleared before receiving case
 - User error
 - Duplicate referral
 - MIDAS Data Error.
10. Where both an overpayment and underpayment have occurred on the case, only one Outcome Result can be selected. In these circumstances select either 'Decrease & Overpayment' or 'Overpayment Only'.

Date of Outcome

11. Today's date must be input in the 'Date of Outcome' field. This date must be entered in order for the Outcome to count and correct Management Information (MI) is recorded. If a past date is used or the date the case is closed, the Outcome will not be counted.
12. If a Date of Outcome has already been entered, for example when an Overpayment only case is referred to Central Reassessment Team (CRT), on receipt of the overpayment details do not change the Date of Outcome.
13. MVA/overpayments and underpayments are likely to be recorded at different times within the process.

Definitions

Abandoned

14. Only use 'Abandoned' if the:
- Fraud Referral Form (FRF)/allegation is malicious
 - claimant is deceased or information held that the claimant is terminally ill
 - claimant's claim to benefit is defective
 - claimant's claim is dormant and past period overpayment action is not appropriate, as no verified information is held by the LSCO.
 - claimant's benefit will not be affected by the allegation
 - referral was inappropriate, for example; cases which should not have been referred or accepted by Local Service Compliance
15. The reason to abandon any case must be discussed and agreed with the Local Service Compliance Team Leader in **all** cases.
16. The decisions for abandoning the case must be noted in the FRAIMS description box by the Local Service Compliance Officer.

Cleared before receiving case

17. When the IT system is checked upon receipt of a referral and it shows that the claimant has already reported the change to the Benefit Centre (BC) or the BC are aware of the change, have closed the claim down and are dealing with any overpayment issues, the outcome result 'Cleared before receiving case' should be used.

User error

18. Cases arriving with incorrect names/National Insurance Numbers/dates of birth should be closed by using 'User error'.

External handoff

19. If an allegation contains information on an illegal activity which involves another authority or Other Government Department (OGD), for example, Her Majesty's Customs and Revenue (HMRC), the Outcome Result "External handoff" should be used. .

MIDAS data error

20. This category should only be used if an Information Directorate (IFD) data match has gone wrong and the specific problem has been identified by the Chief Operating Officer (COO) Error Reduction Team.

Credits only

21. For Credit only cases, do not record a Monetary Value of Adjustment (MVA) or overpayment amount on the FRAIMS case, record the:
- Outcome Result as 'Benefit Decrease', and
 - Outcome as 'Positive Compliance'.

Claiming a positive outcome

22. A positive outcome can be recorded when:
- following the issue of the Local Service Compliance interview letter the claimant contacts the Department and reports a change which occurred on, or prior to the date the letter was issued – See Appendix 1 – Examples of Positive Outcomes – Example 1
 - at an ineffective visit the Local Service Compliance Officer (LSCO) gathers information for example, property is empty which allows the Decision Maker (DM) to make a decision to reduce or disallow benefit
 - a claimant fails to attend the appointment and the LSCO suspends payment of benefit. The claimant does not make any contact within one calendar month and their claim to benefit is terminated
 - the current benefit award has been suspended prior to receipt of the referral but the LSCO obtains sufficient information to enable the DM to stop the current benefit award or calculate an overpayment on the past period of incorrectness
 - a letter is used to contact the claimant because they are no longer in receipt of benefit.

Bereavement Benefits

23. Although the current award of Bereavement Benefit (BB) may be suspended prior to the referral being received, the LSCO can claim a positive outcome where the BB DM decides that a past period overpayment has occurred.

Recording positive outcomes on FRAIMS

24. In order for a positive outcome to be counted towards Local Service Compliance Key Management Indicator (KMI) the following should be selected:
- Date of Outcome - Today's Date
 - Outcome - Positive Compliance
 - Outcome Result:
 - Benefit decrease
 - Benefit Increase
 - Decrease & Overpayment
 - Overpayment Only
 - Increase & Underpayment
 - Underpayment Only.
25. A 'Positive Compliance' Outcome should not be selected in cases where the claimant had been successfully interviewed, but no change to benefit has occurred.

Pre-payment living together cases

26. If the claimant admits living together on a pre-payment visit or the Decision Maker (DM) decides that benefit is not payable following the visit, a notional Monetary Value of Adjustment (MVA) of Income Support (IS) or Job Seekers Allowance (JSA) or any other Department for Work and Pensions (DWP) benefit may not be claimed.
27. If passported Housing Benefit (HB) has been claimed on a pre-payment Living Together As a Married Couple (LTAMC) case, the MVA may be claimed using average HB figures for working age claimants.
28. If, at the interview the claimant signs an MF47 denying living together and the DM gives a negative LTAMC decision, benefit will be put into payment.
29. If within 28 days of the interview, the claimant withdraws their claim as they are now living with someone as a couple, the MVA may be claimed for the Income Support, Jobseekers Allowance (Income Based) or Employment Support Allowance (Income Related) in payment immediately prior to benefit ceasing and HB, if this has been claimed.
30. If the claimant, within the same timescale, claims for a partner, and an income based benefit awarded and/or increased, the MVA of the amount of the increase may be claimed. For further information about this type of scenario, see the section on Causal link.
31. It is not possible to claim an MVA for the Contributory elements of Jobseekers Allowance or Employment Support Allowance as these benefits would remain in payment irrespective of whether a living together situation exists.

Causal link

32. Causal link only applies where the original allegation on the Fraud Referral Form (FRF) is a Living Together As a Married Couple (LTAMC) case or if the case appears on the Risk Priority List and is a category:
- Risk A – pre-payment LTAMC
 - Risk B - post payment LTAMC

- Risk C - recent separation.
33. It can only be claimed where there has been a face-to-face interview with the claimant and a written statement has been obtained denying living together.
 34. The Local Service Compliance team must hold the file for 28 days following the activity. If by the end of that period the claimant notifies the Department that they are living together and withdraws their claim or claims for a partner, a Monetary Value of Adjustment (MVA) can then be claimed, as causal link had been established due to the Local Service Compliance activity.
 35. Record the details on the FRAIMS case by creating an activity on FRAIMS and update the 'Case Stage' to 'Closure Action', see FRAIMS guidance - Section 48 Recording the Causal Link.
 36. Where a second interview has taken place after the claimant has been allowed 'thinking time', causal link will only be calculated from the original interview date and **must not** be extended using the second interview date.
 37. MVA cannot be claimed for causal link where benefit terminates or is adjusted for reasons other than living together.
 38. Examples of positive outcomes can be found in Appendix 1 – Examples of positive outcomes.

Appendix 1 – Examples of positive outcomes

Example 1 – Pre-existing change notified to the Department after the letter notifying the Local Service Compliance interview has been issued

1. A letter was issued to Arshad on 15 April to attend an office interview on the 19 April. On 18 April he contacts the office and states he has found full time remunerative work that started on 1 April. He did not have any wage details to hand. The interview on 19 April is no longer appropriate. The change declared ends his entitlement to benefit and indicates an overpayment of benefit. If Arshad is seen in the office or spoken to on the telephone by the Local Service Compliance Officer (LSCO), the LSCO will complete an MF47 statement containing the following:
 - date work started
 - name of the employer
 - pay date
 - amounts earned
 - periods of employment
 - agreement to provide confirmation from the employer and wage slips
 - explanation of why the work was not declared timeously
 - agreement to repay the overpayment
 - understanding of his future responsibilities
 - understanding of the potential consequences of any future non-compliance on his behalf.
2. If the LSCO obtains the information in a telephone conversation, the LSCO will send the MF47 containing the details obtained to the claimant so that it

can be agreed and signed. The guidance contained in Interviews conducted by telephone must be followed.

3. If the claimant contacts the Benefit Centre (BC) / Jobcentre Plus (JCP) to notify the change, details would be taken in the normal way.

Result

4. Regardless of where in the Department the change has been notified to, a Monetary Value of Adjustment (MVA) and overpayment would be appropriate in this case.
5. Record the FRAIMS Case 'Outcome' as 'Positive Compliance' and the 'Outcome Result' as 'Decrease and Overpayment'.

Example 2 – Dependent child leaves household

6. Sheila is notified of a Local Service Compliance visit on 18 May. At the visit she states that her only dependent child left the household on 12 April. The change declared affects benefit entitlement. The Local Service Compliance Officer (LSCO) gathers all the information and completes an MF47 statement containing the following:

- name of the dependent child
- date they left the household
- explanation of why the change was not declared
- agreement to repay the overpayment
- understanding of the claimant's future responsibilities
- understanding of the potential consequences of any future non-compliance on the claimant's behalf.

Result

7. An MVA and overpayment would be appropriate in this case.
8. Record the FRAIMS Case 'Outcome' as 'Positive Compliance' and the 'Outcome Result' as 'Decrease and Overpayment'.

Example 3 – Case cleared by correspondence

9. This is an example of a case that is cleared by correspondence as the rules for claiming an outcome for these are different.
10. Michael is a claimant who was in receipt of Jobseekers Allowance (JSA) until 17 July. He had declared starting work on 18 July. Information is received indicating that he actually started work on 11 July. It is decided that as Michael is no longer in receipt of benefit and the period of any overpayment will be short, that a CCEL1 will be issued. A CCEL1 is issued but after 14 days there has been no response. The Local Service Compliance Officer (LSCO) passes all the information to the Decision Maker (DM) who, based on the information provided, decides that benefit should have ceased on 10 July. The case is then passed to Debt Management to deal with the overpayment.

Result

11. In this case although the claimant has not been spoken to by the Local Service Compliance Officer it is appropriate to record the overpayment only as an outcome.

12. Record the FRAIMS Case 'Outcome' as 'Positive Compliance' and the 'Outcome Result' as 'Overpayment Only'.

Example 4 – Multi benefit case which includes DLA

13. This is an example of a multi-benefit case that includes Disability Living Allowance (DLA)
14. Nigel is a claimant who has been in receipt of Income Support (IS), Incapacity Benefit (IB) and DLA since November 1999. Information is received indicating that he started work as a self-employed gardener in April 2006.
15. Nigel is interviewed by the Local Service Compliance Officer (LSCO) in connection with his benefit claims. He confirmed that he commenced self-employment in March/April 2006 after his mobility improved following a change in the medication prescribed by his General Practitioner (GP). He stated that he was going to advise Jobcentre Plus/ DLA Unit that he had returned to work but initially he wasn't earning much money and understands that he should have notified the change when it occurred. The LSCO completes an MF47 statement containing the following:
- date the claimant was fit and able to take up employment
 - date the claimant started self-employment
 - amounts earned
 - periods of employment
 - agreement to provide proof of any payments received
 - explanation of why the work was not declared timeously
 - agreement to repay the overpayment
 - understanding of his future responsibilities
 - understanding of the potential consequence of any future non-compliance on his behalf.
16. The LSCO forwards a copy of the MF47 statement to the appropriate IS/IB sections and to the Fraud and Error Service Disability and Carer's Team (FES DCT).
17. Respective Decision Maker's (IS, IB and DLA) decide that Nigel is no longer entitled to any of these benefits and that overpayments have occurred in all three benefits from April 2006 from the information provided on the MF47.

Result

18. In this case it is appropriate to record the MVA for IS, IB and DLA and overpayments for these benefits as an outcome.
19. Record the FRAIMS Case 'Outcome' as 'Positive Compliance' and the 'Outcome Result' as 'Decrease and Overpayment'.
20. If medical evidence had been required in order to determine the entitlement to DLA an MVA for this benefit should not be claimed as the DLA Unit would obtain this information.

Example 5 – Change declared at Work Focus Interview

21. Heather was interviewed on 2 July to discuss a referral under Risk E. At the interview the LSCO established that Heather had received an inheritance of £8,000 on 15 May which she had deposited into an

Individual Savings Account (ISA). The LSCO took a statement and made an appointment for Heather to attend the Work Focus Interview (WFI). An overpayment in respect of tariff income was then calculated.

Result

- 22. An MVA and overpayment are appropriate as a change was declared at the interview with the LSCO.
- 23. Record the FRAIMS Case 'Outcome' as 'Positive Compliance' and the 'Outcome Result' as 'Decrease and Overpayment'.

Example 6 – BDC failed to lift WFI sanction

- 24. Kay attends a Local Service Compliance interview on 11 September and at the interview it is discovered that the claimant did attend a subsequent WFI on 14 August after failing to attend a previous one on 30 July. The sanction should have been lifted at the time.

Result

- 25. An MVA and underpayment are appropriate as a change was declared at the interview with the LSCO.
- 26. Record the FRAIMS Case 'Outcome' as 'Positive Compliance' and the 'Outcome Result' as 'Increase and Underpayment'.

Example 7 – Under and overpayment of benefit

- 27. Jane attends a Local Service Compliance interview on 6 August where it comes to light that she has been under declaring her part time earnings. At the same time, it is discovered by the LSCO that a premium has been missed off her claim.

Result

- 28. The net result of these two changes is that benefit remains the same for Jane. There will be no MVA but a successful outcome is appropriate as a change was declared at the interview with the LSCO.
- 29. Record the FRAIMS Case 'Outcome' as 'Positive Compliance' and the 'Outcome Result' as 'Benefit Decrease and/ or Overpayment'.
- 30. If the information obtained by the LSCO resulted in an overpayment because the award of the premium and the under declaring of part time work are not from the same date, the overpayment must be recorded on the claimant record.

Example 8 – Living together declared in causal link period

- 31. A referral is received stating that Susan who is in receipt of Income Support (IS) is living with Peter who is in receipt of Employment Support Allowance (ESA). An appointment letter is sent to Susan and she is interviewed by the LSCO on 5 January. At this interview she neither admits nor denies that she is living with Peter although he is her boyfriend, she would like time to discuss the matter with him and an MF47 statement is taken.
- 32. On 19 January the LSCO interviews Susan for a second time but again she denies that she is living with Peter, a further MF47 statement is taken. On 23 January a letter is received by the Department from Susan to say

that she will be living with Peter from 24 January and wishes to withdraw her claim for benefit.

Result

33. An MVA would be appropriate as Susan withdrew her claim due to a living together situation within 28 days of the first visit therefore the causal link rules apply. If Susan had withdrawn her claim for any other reason such as starting work an MVA could not be claimed.
34. Record the FRAIMS Case 'Outcome' as 'Positive Compliance' and the 'Outcome Result' as Benefit Decrease'.

Appendix 2 - Examples of unsuccessful Outcomes

Example 9 – No causal link

35. Janice is notified of a Local Service Compliance visit on 13 June to discuss a potential Living Together as a Married Couple (LTAMC) situation. At the visit Janice denies the information on the Fraud Referral Form (FRF) that the partner is living in the household. The Local Service Compliance Officer (LSCO) gathers all the information and completes an MF47 statement containing the following,
- the claimant's denial of the partner living in the household
 - an understanding of the claimant's future responsibilities
 - an understanding of the potential consequences of any future non-compliance on the claimant's behalf.

Result

36. There is no change of circumstances after 28 days therefore a Monetary Value of Adjustment (MVA) or overpayment would not be applicable in this case.
37. Record the FRAIMS Case 'Outcome' as 'No Result' and the 'Outcome Result' as 'No Change'.

Example 10 – No causal link after second 'thinking time' visit made

38. Janet is notified of a Local Service Compliance visit on 13 June to discuss a potential LTAMC situation. At the visit she doesn't admit or deny living together but requests 'thinking time' to speak to the alleged partner. A further visit is arranged for 18 June. On 18 June Janet is visited and an MF47 statement taken, she denies LTAMC. Janet contacts the Department on 13 July and declares she is living with her partner and withdraws her claim.

Result

39. Janet has notified the Department after 28 days from the date of the first interview therefore an MVA would not be applicable in this case.
40. Record the FRAIMS Case 'Outcome' as 'No Result' and the 'Outcome Result' as 'No Change'.

Example 11 - Future change

41. John is claiming Jobseekers Allowance (JSA). A letter was issued on 11 July to attend an office interview on 18 July. On the 15 July John contacts the LSCO and advises that he is starting full time work on 19 July. Local Service Compliance activity is no longer appropriate.

Result

42. A MVA would not be applicable in this case as the claimant reported a future change.
43. Record the FRAIMS Case 'Outcome' as 'No Result' and the 'Outcome Result' as 'No Change'.

Example 12 – No change declared at interview

44. Diane was interviewed on the 2 July to discuss a referral under Risk E - Failure to attend a Work Focused Interview (WFI). At the interview no changes were declared and a statement was taken to reflect this. The LSCO booked an appointment for Diane to attend the WFI later that day. Diane attended the WFI and the sanction was lifted from that day (2 July).

Result

45. An MVA or successful outcome is not appropriate as no changes were declared to the LSCO at the interview.
46. Record the FRAIMS Case 'Outcome' as 'No Result' and the 'Outcome Result' as 'No Change'.

Example 13 – Claimant moves from one benefit to another with no change in rate of benefit

47. George is currently receiving JSA and was interviewed on 2 July where it comes to light that he is no longer fit for work. An MF47 statement is taken on the day of the interview to withdraw his JSA claim and Employment Support Allowance (ESA) is claimed from 3 July. Both benefits are paid at the same rate.

Result

48. An MVA or successful outcome is not appropriate as there has been no break in between claims and no difference between the two benefits for an MVA to be claimed. Therefore there is no overall saving to the Department.
49. Record the FRAIMS Case 'Outcome' as 'No Result' and the 'Outcome Result' as 'No Change'.

NB: This list is not exhaustive.

08 Claiming a Monetary Value of Adjustment

Definition of Monetary Value of Adjustment

1. A Monetary Value of Adjustment (MVA) is the difference between the weekly rate of benefit in payment (prior to any third party deductions) immediately prior to the Local Service Compliance Officer (LSCO) identifying a change, for example; the day before the interview and the rate

of benefit following the Decision Maker's (DM) decision; the day of the interview.

For example:

- the LSCO visits a claimant on 07/12/09 and identifies part time earnings which reduce benefit by £20.00. The MVA is calculated by deducting the amount of benefit in payment on 06/12/09 and that of 07/12/09. The total MVA is therefore, £20.00
 - the DM takes 4 weeks to make a decision, by which time a further change of circumstances has been notified. The DM decides that benefit is no longer payable. However, the MVA relating to Local Service Compliance is still £20.00.
2. This can be an increase or decrease in the amount of benefit paid to the claimant. Any change, either for an increase or decrease, count towards the MVA target.

Claiming a Monetary Value of Adjustment

3. Local Service Compliance staff can record a Monetary Value of Adjustment (MVA) in every case where a changed benefit entitlement is the result.
4. Benefits of which an MVA can be claimed include:
- Bereavement Benefit
 - Carer's Allowance
 - Council Tax Benefit (CTB) – up to and including 31 March 2013 only
 - Employment and Support Allowance
 - Housing Benefit
 - Incapacity Benefit
 - Income Support
 - Industrial Injuries Disablement Benefit
 - Jobseekers Allowance (Contributory)
 - Jobseekers Allowance (Income Based)
 - Maternity Allowance
 - Pension Credit
 - Social Fund
 - Training for Work Allowance – but see Training for Work Allowance
 - Universal Credit.
5. The only instance where a HB MVA can be claimed is if an Income Support, Jobseekers Allowance (Income Based), Employment and Support Allowance (Income Related) or Pension Credit, which includes the guarantee credit element, award is terminated and Housing Benefit has also been claimed. Average figures for working age claimants must be used.
6. An MVA cannot be claimed for an increase of HB in any circumstances, this includes cases where a claimant claims for a partner following termination of the partner's claim.
7. As CTB has been replaced by local Council Tax Reduction schemes from 1 April 2013, MVAs for CTB can only be claimed up to and including 31 March 2013.

8. Average figures for CTB are no longer available on FRAIMS. Where CTB is being claimed for MVA purposes the Local Service Compliance Officer (LSCO) must input the amount of the CTB manually.

Cases transferred from Local Service Investigations

9. Exceptionally, where Local Service Investigations have transferred a case, they may have already arranged for the claimant's benefit to be suspended, and may have recorded an MVA on the FRAIMS case.
10. Normal Local Service Compliance actions should be undertaken and where the LSCO has obtained sufficient information to terminate or change the award of benefit that would have been in payment if the benefit was not suspended, the LSCO can claim the MVA and any related overpayment.
11. Record the MVA being claimed by the LSCO as an additional line on the FRAIMS case.

Training for Work Allowance

12. In circumstances where the claimant is receiving Training for Work Allowance, the LSCO can claim 10p of the underlying benefit, for example Jobseekers Allowance, as an MVA and Housing Benefit as appropriate in the event of the claim being terminated.
13. As FRAIMS does not display Training for Work Allowance as a 'Benefit Type' the LSCO should select the underlying benefit type when completing the 'Benefit Type' field.
14. In circumstances where an overpayment has been identified, follow instructions in the Allowance Payments Guide.

Recording Monetary Value of Adjustments

15. Following recalculation of the claimant's benefit, the Decision Maker (DM) will notify the outcome of the case. Alternatively the Local Service Admin Officer (LSAO) can check the benefit system.
16. When the response is received from the DM, or following system checks, the LSAO records that the response has been received and updates the details of the Benefit Decision on the FRAIMS Case, see FRAIMS guidance –
 - Benefit Delivery Expert's response
 - Recording the Benefit Decision/Suspension Decision.
17. For recording purposes the date of change is the date the change of circumstances occurred. This date does not necessarily relate to the Monetary Value of Adjustment (MVA) or overpayment period.
For example:
 - the claimant claims Income Support as a lone parent from 03/02/2014
 - following the receipt of an allegation of Living Together, the Local Service Compliance Officer (LSCO) interviews the claimant on 01/04/2014, at this interview the claimant admits that they were married and commenced living together on 10/01/2014

- the Date of Change is 10/01/2014, the date the change in circumstances occurred, not the date of the claim to benefit or the date the interview took place.

Challenging a Decision Makers decision

18. Any decision made by a Decision Maker, on behalf of the Secretary of State, can be revised if they commence action leading to a revision within one month of the date of notification of the original decision.
19. In order for a LSCO to dispute the Decision Maker's decision, they must firstly request an explanation of the decision. This can be done verbally.
20. If the LSCO still believes the decision to be incorrect, they can request a reconsideration.
21. For a reconsideration decision to be successful, the LSCO must show:
 - the decision was based in ignorance of a material fact, such as further information that has become available. However, it may be questioned why new information has only now been made available
 - that there was a mistake to a material fact. This may be difficult to prove in most cases as a degree of discretion can be used when interpreting the facts by the DM
 - the decision was made based on an error of law.
22. For more information, see the Decision Makers Guide Chapter 3 - Revisions.

Recording the over/underpayment

23. When details of the MVA and/or Over/Underpayments have been recorded, take action to record the Case Outcome, see 07 Recording Outcomes.

More than one change declared at interview

24. There may be occasions where more than one change is identified at the Local Service Compliance interview, resulting in no overall change to the rate of benefit in payment, see 07 Recording Outcomes - Appendix 1 – Examples of positive outcomes - Example 7.

Monetary Value of Adjustment is not appropriate

25. A Monetary Value of Adjustment (MVA) cannot be claimed for:
 - a change occurring in the future
 - when no change has occurred
 - where the current award of benefit has already been suspended prior to receipt of the referral, but see Cases transferred from Fraud and Error Service Local Service Investigations
 - when a claimant moves from one benefit to another and the amount remains the same. For more information, see 07 Recording Outcomes - Appendix 2 - Examples of unsuccessful outcomes.
26. An MVA cannot be claimed on the following benefits:
 - Child Benefit
 - Child Tax Credit.

27. More examples of positive/unsuccessful outcomes can be found in 07 Recording Outcomes - Appendix 1 and Appendix 2.

Recording over and/or underpayments

28. Local Service Compliance cases must not be closed on FRAIMS until details of the over and/or underpayment amount has been received and recorded.
29. The calculation of an overpayment is dealt with by the Central Referral Team (CRT). They will re-assess the award for the period of the potential overpayment, categorise the error and decide on recoverability. This information is sent to Debt Management Services for recovery.
30. CRT will determine whether any small overpayments will be recovered from the claimant.
31. When details of the overpayment have been supplied to the Local Service Compliance Officer (LSCO) by the CRT, record the details on the FRAIMS case see FRAIMS guidance - Recording the Overpayment Decision.

Recording official error overpayments

32. If an Official Error overpayment occurs after a case has already been submitted by the Local Service Compliance Officer (LSCO) and is due to delays within the Benefit Centre (BC) this particular part of overpayment cannot be claimed by the LSCO, as it has not resulted from their actions and should not be recorded on FRAIMS. REF2 action will be taken by the BC.
33. An exception to this is if the Official Error overpayment caused by BC delays is calculated as part of a total Official Error overpayment which also includes an Official Error element found by the Compliance Officer. In which case, the whole amount should be recorded on FRAIMS to save the LSCO having to calculate which 'bit' of the official error overpayment belongs to their action.

Civil Penalties

34. Where a Civil Penalty has been calculated, this figure must not be recorded as part of the overpayment on the Case.

Benefits administered by Pensions Disability and Carers Service

35. For benefits administered by Pensions Disability and Carers Service (PDCS), details of the overpayment will be returned to the Compliance Officer for recording on FRAIMS manually. This information will normally be entered in Legacy Notes (IS 510) by the Pensions Service and can normally be viewed in that Dialogue.
36. If a decision regarding a Pension Credit case is not reached within ten weeks of referral, and/or where the information does not appear in 'Notes', details of the case should be escalated via email to xxxxxxxxxxxx at xxxxxxxxxxxxxxxxxxxx.

[Contact name and address redacted - Exclusion 40 applied: Personal information]

37. When all details of the MVA and/or Over/Underpayments have been recorded, take action to record the Case Outcome, see 07 Recording Outcomes.

08 Claiming a Monetary Value of Adjustment

Definition of Monetary Value of Adjustment

1. A Monetary Value of Adjustment (MVA) is the difference between the weekly rate of benefit in payment (prior to any third party deductions) immediately prior to the Local Service Compliance Officer (LSCO) identifying a change, for example; the day before the interview and the rate of benefit following the Decision Maker's (DM) decision; the day of the interview.
For example:
 - the LSCO visits a claimant on 07/12/09 and identifies part time earnings which reduce benefit by £20.00. The MVA is calculated by deducting the amount of benefit in payment on 06/12/09 and that of 07/12/09. The total MVA is therefore, £20.00
 - the DM takes 4 weeks to make a decision, by which time a further change of circumstances has been notified. The DM decides that benefit is no longer payable. However, the MVA relating to Local Service Compliance is still £20.00.
2. This can be an increase or decrease in the amount of benefit paid to the claimant. Any change, either for an increase or decrease, count towards the MVA target.

Claiming a Monetary Value of Adjustment

3. Local Service Compliance staff can record a Monetary Value of Adjustment (MVA) in every case where a changed benefit entitlement is the result.
4. Benefits of which an MVA can be claimed include:
 - Bereavement Benefit
 - Carer's Allowance
 - Council Tax Benefit (CTB) – up to and including 31 March 2013 only
 - Employment and Support Allowance
 - Housing Benefit
 - Incapacity Benefit
 - Income Support
 - Industrial Injuries Disablement Benefit
 - Jobseekers Allowance (Contributory)
 - Jobseekers Allowance (Income Based)
 - Maternity Allowance
 - Pension Credit
 - Social Fund
 - Training for Work Allowance – but see Training for Work Allowance
 - Universal Credit.

5. The only instance where a HB MVA can be claimed is if an Income Support, Jobseekers Allowance (Income Based), Employment and Support Allowance (Income Related) or Pension Credit (which includes the guarantee credit element) award is terminated and Housing Benefit has also been claimed. Average figures for working age claimants must be used.
6. An MVA cannot be claimed for an increase of HB in any circumstances, this includes cases where a claimant claims for a partner following termination of the partner's claim.
7. As CTB has been replaced by local Council Tax Reduction schemes from 1 April 2013, MVAs for CTB can only be claimed up to and including 31 March 2013.
8. Average figures for CTB are no longer available on FRAIMS. Where CTB is being claimed for MVA purposes the Local Service Compliance Officer (LSCO) must input the amount of the CTB manually.

Cases transferred from Local Service Investigations

9. Exceptionally, where Local Service Investigations have transferred a case, they may have already arranged for the claimant's benefit to be suspended, and may have recorded an MVA on the FRAIMS case.
10. Normal Local Service Compliance actions should be undertaken and where the LSCO has obtained sufficient information to terminate or change the award of benefit that would have been in payment if the benefit was not suspended, the LSCO can claim the MVA and any related overpayment.
11. Record the MVA being claimed by the LSCO as an additional line on the FRAIMS case.

Training for Work Allowance

12. In circumstances where the claimant is receiving Training for Work Allowance, the LSCO can claim 10p of the underlying benefit, for example Jobseekers Allowance, as an MVA and Housing Benefit as appropriate in the event of the claim being terminated.
13. As FRAIMS does not display Training for Work Allowance as a 'Benefit Type' the LSCO should select the underlying benefit type when completing the 'Benefit Type' field.
14. In circumstances where an overpayment has been identified, follow instructions in the Allowance Payments Guide.

Recording Monetary Value of Adjustments

15. Following recalculation of the claimant's benefit, the Decision Maker (DM) will notify the outcome of the case. Alternatively the Local Service Admin Officer (LSAO) can check the benefit system.
16. When the response is received from the DM, or following system checks, the LSAO records that the response has been received and updates the details of the Benefit Decision on the FRAIMS Case, see FRAIMS guidance –
 - Benefit Delivery Expert's response

- Recording the Benefit Decision/Suspension Decision.
17. For recording purposes the date of change is the date the change of circumstances occurred. This date does not necessarily relate to the Monetary Value of Adjustment (MVA) or overpayment period.
- For example:
- the claimant claims Income Support as a lone parent from 03/02/2014
 - following the receipt of an allegation of Living Together, the Local Service Compliance Officer (LSCO) interviews the claimant on 01/04/2014, at this interview the claimant admits that they were married and commenced living together on 10/01/2014
 - the Date of Change is 10/01/2014, the date the change in circumstances occurred, not the date of the claim to benefit or the date the interview took place.

Challenging a Decision Makers decision

18. Any decision made by a Decision Maker, on behalf of the Secretary of State, can be revised if they commence action leading to a revision within one month of the date of notification of the original decision.
19. In order for a LSCO to dispute the Decision Maker's decision, they must firstly request an explanation of the decision. This can be done verbally.
20. If the LSCO still believes the decision to be incorrect, they can request a reconsideration.
21. For a reconsideration decision to be successful, the LSCO must show:
- the decision was based in ignorance of a material fact, such as further information that has become available. However, it may be questioned why new information has only now been made available
 - that there was a mistake to a material fact. This may be difficult to prove in most cases as a degree of discretion can be used when interpreting the facts by the DM
 - the decision was made based on an error of law.
22. For more information, see the Decision Makers Guide Chapter 3 - Revisions.

Recording the over/underpayment

23. When details of the MVA and/or Over/Underpayments have been recorded, take action to record the Case Outcome, see 07 Recording Outcomes.

More than one change declared at interview

24. There may be occasions where more than one change is identified at the Local Service Compliance interview, resulting in no overall change to the rate of benefit in payment, see 07 Recording Outcomes - Appendix 1 – Examples of positive outcomes - Example 7.

Monetary Value of Adjustment is not appropriate

25. A Monetary Value of Adjustment (MVA) cannot be claimed for:
- a change occurring in the future
 - when no change has occurred

- where the current award of benefit has already been suspended prior to receipt of the referral, but see Cases transferred from Fraud and Error Service Local Service Investigations
 - when a claimant moves from one benefit to another and the amount remains the same. For more information, see 07 Recording Outcomes - Appendix 2 - Examples of unsuccessful outcomes.
26. An MVA cannot be claimed on the following benefits:
- Child Benefit
 - Child Tax Credit.
27. More examples of positive/unsuccessful outcomes can be found in 07 Recording Outcomes - Appendix 1 and Appendix 2.

Recording over and/or underpayments

28. Local Service Compliance cases must not be closed on FRAIMS until details of the over and/or underpayment amount has been received and recorded.
29. The calculation of an overpayment is dealt with by the Central Referral Team (CRT). They will re-assess the award for the period of the potential overpayment, categorise the error and decide on recoverability. This information is sent to Debt Management Services for recovery.
30. CRT will determine whether any small overpayments will be recovered from the claimant.
31. When details of the overpayment have been supplied to the Local Service Compliance Officer (LSCO) by the CRT, record the details on the FRAIMS case see FRAIMS guidance - Recording the Overpayment Decision.

Recording official error overpayments

32. If an Official Error overpayment occurs after a case has already been submitted by the Local Service Compliance Officer (LSCO) and is due to delays within the Benefit Centre (BC) this particular part of overpayment cannot be claimed by the LSCO, as it has not resulted from their actions and should not be recorded on FRAIMS. REF2 action will be taken by the BC.
33. An exception to this is if the Official Error overpayment caused by BC delays is calculated as part of a total Official Error overpayment which also includes an Official Error element found by the Compliance Officer. In which case, the whole amount should be recorded on FRAIMS to save the LSCO having to calculate which 'bit' of the official error overpayment belongs to their action.

Civil Penalties

34. Where a Civil Penalty has been calculated, this figure must not be recorded as part of the overpayment on the Case.

Benefits administered by Pensions Disability and Carers Service

35. For benefits administered by Pensions Disability and Carers Service (PDCS), details of the overpayment will be returned to the Compliance Officer for recording on FRAIMS manually. This information will normally

be entered in Legacy Notes (IS 510) by the Pensions Service and can normally be viewed in that Dialogue.

36. If a decision regarding a Pension Credit case is not reached within ten weeks of referral, and/or where the information does not appear in 'Notes', details of the case should be escalated via email to xxxxxxxxxxxx at xxxxxxxxxxxxxxxxxxxx.

[Contact name and address redacted - Exclusion 40 applied: Personal information]

37. When all details of the MVA and/or Over/Underpayments have been recorded, take action to record the Case Outcome, see 07 Recording Outcomes.

09 Closing the Local Service Compliance case

Closing the case

1. The case must not be closed on FRAIMS until a decision on all benefits have been returned.
2. To close the case the Local Service Admin Officer (LSAO) must take the following actions:

| Step | Action |
|------|--|
| 1 | Ensure all activities on FRAIMS have been set to 'Done' and note that the case has been returned including any paperwork or files. |
| 2. | Check the Offence Type field, and if necessary update the primary Offence Type. If the Offence Type displays 'MIDAS Referral' the field must be updated and the Offence Type changed to a Local Service Compliance offence type, see: <ul style="list-style-type: none"> • Recording the Case Offence Type on FRAIMS • FRAIMS guidance – Offence Type. |
| 3. | Check the Benefit Type field and if necessary update the Benefit Type to record as 'Primary' the benefit the case is to be reported against for Management Information (MI) purposes, see Displaying benefits in cases. |
| 4. | Check that the: <ul style="list-style-type: none"> • Outcome • Outcome Result • Date of Outcome have been recorded on FRAIMS. |
| 5. | Check the MVA and/or Over/Underpayment figure has been correctly recorded, if the figure requires revision see Amending entries for the actions to be taken. |
| 6. | Retain the relevant documents and file as per local filing arrangements. If your office does not retain Local Service Compliance documents, send the Local Service Compliance documents as Non Associated Post (NAP) to the relevant benefit parent file at Heywood DMC. |

Update the IT systems

3. Update Notepad on the relevant benefit payment system to record that compliance activity is complete. Record the following:

| Step | Action |
|------|--|
| 1. | Replace 'case selected' with 'FES Local Service Compliance interview completed on (insert date)'. |
| 2. | In cases where a benefit decrease and/or increase and overpayment occurs record 'FES Local Service Compliance interview completed on (insert date), benefit decrease and/or overpayment occurred'. |

Document retention

4. Local Service Compliance documents should be treated as supporting documents and retained for the same period as benefit documentation. Documents should be destroyed 14 months after benefit entitlement ends, subject to the claim being an exception case. See the Records Management Policy.

10 Completing Local Service Compliance checks

What are the Local Service Compliance checks

- Progress
- Process
- Diary
- Quality Assurance Framework (QAF)

Who can undertake checks

1. Where possible, the Local Service Compliance Team Leader (LSCTL) should undertake all checks. However, these can be delegated to a nominated Local Service Compliance Officer (LSCO).

Quality Assurance Framework checks

2. Details of QAF checks can be found in the Customer Compliance QAF.

Progress checks

3. The purpose of the progress check is to ensure the case is handled within the appropriate timescale. The Local Service Compliance Officer (LSCO) has a clearance measure of 15 working days from receipt of the case in their in box to the notification of the first interview. This period does not include any action undertaken by Decision Makers and Debt Management.
4. It is intended that Local Service Compliance referrals are actioned as soon after being made as possible. This is to ensure cases are corrected at the earliest opportunity, overpayments are not compounded and the intended deterrent effect on the claimant is maximised.

Completing the progress check

5. The Local Service Compliance Team Leader (LSCTL) or nominated officer should complete a progress check on all cases over 25 working days from the date the case was allocated to the LSCO.
6. To locate all cases which are 25 days old and are not closed, the LSCTL will need to follow the instructions below:

| Step | Action |
|------|--|
| 1. | Access the 'Cases List View' and select 'My Teams Cases' in FRAIMS. |
| 2. | Select the 'Query' button, a blank yellow line will appear. |
| 3. | Select the 'Query Assistant' button, the applet displays the following information: <div style="margin-left: 40px;"> <Select field> Starts With blank field <Select field> Starts With blank field <Select field> Starts With blank field <Select field> Starts With blank field. </div> |
| 4. | Using the down arrows to the right of the fields, complete the lines as: Field 1 Change <Select field> to 'Status' Field 2 Change 'Starts With' to 'Does Not Contain' Field 3 Input 'Closed'. |
| 5. | Next line as: Field 1 Change <Select field> to 'Team' Field 2 Change 'Starts With' to 'Equals' Field 3 Input the staff number of the individual. |
| 6. | Next line as: Field 1 Change <Select field> to 'Date Opened' Field 2 Change 'Starts With' to 'Is before' Field 3 Input a date 25 days before the checking date in the format xx/xx/xxxx. |
| 7. | Select the 'Go' button. |

7. LSCTL may wish to check that incidents have been actioned correctly by the LSCO. This check is not mandatory but if undertaken, the LSCTL will need to take the following action:

| Step | Action |
|------|--|
| 1. | Access the 'Incident List View' and select 'My Teams Incidents' in FRAIMS. |
| 2. | Select the 'Query' button, a blank yellow line will appear. |
| 3. | Select the 'Query Assistant' button, the applet displays the following information: <div style="margin-left: 40px;"> <Select field> Starts With blank field <Select field> Starts With blank field <Select field> Starts With blank field <Select field> Starts With blank field. </div> |
| 4. | Using the down arrows to the right of the fields, complete the lines as: |

| | |
|----|---|
| | Field 1 Change <Select field> to 'Status' Field 2 Change 'Starts With' to 'Does Not Contain' Field 3 Input 'Closed'. |
| 5. | Next line as: Field 1 Change <Select field> to 'Incident owner' Field 2 Change 'Starts With' to 'Equals' Field 3 Input the staff number of the individual. |
| 6. | Next line as: Field 1 Change <Select field> to 'Status' Field 2 Change 'Starts With' to 'Does not contain' Field 3 Input 'Linked'. |
| 7. | Select the 'Go' button. |

8. The check should be completed again at ten working day intervals until the case is closed.
9. Record that a check has taken place on the relevant paperwork or equivalent recording document.

FRAIMS daily activities

10. It is recommended that the following FRAIMS tasks are undertaken each day by the Local Service Compliance Officer (LSCO), view:
 - 'My Activities'
 - 'My Incidents.'
11. Where the Local Service Compliance Team Leader (LSCTL) or nominated officer has been given case allocation responsibilities, they must undertake daily activities on FRAIMS in 'My Teams Cases'.
12. The LSCTL must check to ensure these tasks are being undertaken. It is recommended that one check is undertaken per officer each month. Further guidance can be found in FRAIMS guidance - Appendix 2 – Daily Activities.

Process Checks

13. The purpose of the Local Service Compliance process check is to:
 - ensure the case was correctly selected in line with current guidance.
 - ensure correct action was taken
 - confirm the case was not suitable for criminal investigation when the Local Service Compliance Officer identified new or substantial information
 - maintain the quality and integrity of the end to end process
 - ensure the process was carried out in accordance with guidance
 - identify learning and development needs
 - inform the Personal Development System (PDS).

Selecting cases for check

14. Each month the Local Service Compliance Team Leader (LSCTL) must ensure:
 - 5% of all closed cases are gathered for the process check
 - all checks are undertaken.

15. In order to identify the cases the LSCTL will run a query in 'My Teams Cases' to display the cases appropriate for check. Further guidance can be found in running a query contained within FRAIMS guidance.

Completing the process check

16. The LSCTL must perform checks on a minimum of 5% of closed Local Service Compliance cases to ensure all actions are correctly recorded on the relevant paperwork. The checks should include the quality of the officer's action and cover the key actions/activities as described in the following paragraphs.

Key actions/activities to check

Referrals

- Fraud Referral Forms (FRF) should only be completed for valid reasons, a check should be made to ensure
 - the FRF was raised before the claimant was contacted
 - the reason the FRF was raised, this is particularly important when looking at Risks A to E.
17. FRFs must only be completed for the reasons detailed in Types of Local Service Compliance referrals guidance. Referrals for locally identified reasons should not be actioned and cannot be claimed as an activity towards the Key Management Indicator (KMI).
18. If the referral had a Disability and Carers Service (DCS) interest, a check should be made to ensure that the Fraud and Error Service Disability and Carers Team (FES DCT) Manager was associated to the case via FRAIMS.

Action before interview

19. It is suggested that the following activities are checked:
- an in-depth check of the relevant IT systems was undertaken
 - sensitive material checks were carried out at appropriate times and the RM7 form was completed
 - the interview arranged in accordance with guidance
 - the correct FRAIMS letters were issued to the claimant
 - the correct FRAIMS activities were carried out at the appropriate time.

Post interview action

20. It is suggested that the following activities are checked:
- if new or substantial information was identified, was the correct procedure followed?
 - if information on earnings was required, was the correct Local Service Compliance form issued, see documentary evidence not provided
 - was information requested with the claimant's authority following interview
 - where an overpayment has been identified, was the correct post interview action followed?

- was the correct amount of information captured at the interview and were details of the interview and discussion recorded correctly on FRAIMS, see Compliance interview
- was the correct FRAIMS activities were carried out at the appropriate time.

Local Service Compliance outcomes

21. Before undertaking these checks the Local Service Compliance Team Leader (LSCTL) will need to be familiar with the Recording Outcomes guidance.
22. It is suggested that the following activities are checked:
 - the guidance for Causal Link has been followed and correctly applied
 - Monetary Value of Adjustment (MVA) and positive outcomes were correctly recorded on FRAIMS
 - MVA amounts have been correctly recorded on FRAIMS
 - the appropriate outcome and outcome result category has been recorded on FRAIMS
 - the correct FRAIMS activities were carried out at the appropriate time.

Amending entries

Open cases

23. If the LSCTL discovers an incorrect entry on FRAIMS and the case is still open, action must be taken to update the FRAIMS record with the correct details.
24. The LSCTL must access the 'Admin – Benefit Decision' and/or 'Admin – Under/Overpayment Decisions' screens and take action to update the information displayed. See FRAIMS guidance - Admin Views – Amending records.

Closed cases

25. Where a change is required to the information recorded on FRAIMS, the LSCTL should ensure action is taken to update and correct the Outcome and Outcome Result. This must be done by completing the MI Adjustment Template and sending it to the DWP Performance Reporting Team who will take the necessary action.

Diary check

26. The purpose of this check is to ensure that the MR303 diary entries are an accurate reflection of the work being undertaken and that planned visits have been made.

Completing the diary check

27. The LSCTL must perform a check of each Local Service Compliance Officer's (LSCOs) diary against the interviews/visits taken place which can be queried in 'My Teams Activities/All Activities' instructions within the 'Activities' section of the FRAIMS guidance.
28. An effective visit/interview is where the claimant is at home/attends the office, co-operates with the LSCO and a statement has been taken.

29. An ineffective visit/interview is where the claimant is not at home/fails to attend the office or refuses to co-operate with the LSCO and the purpose of the visit/interview cannot be addressed.

Retention of MR303

30. The MR303 should be retained for a period of two years.

Accompanied interviews

31. The purpose of accompanied interviews are to:
- ensure the interviews are of an acceptable quality and standard
 - ensure that the MF47 statements taken are accurate and complete
 - identify learning and development needs
 - inform the Performance and Development System.

Completing accompanied interviews

32. The Local Service Compliance Team Leader (LSCTL) should perform a minimum of four accompanied interviews per year with each Local Service Compliance Officer (LSCO). The LSCTL's presence at the interview needs to be recorded on FRAIMS. The recommendation is that one interview per quarter should be undertaken.
33. The Customer Compliance Quality Assurance Framework (QAF) should be used during accompanied interviews. The QAF aims to ensure the interviews carried out by the LSCO are effective and efficient, and of a consistently high quality. It provides a framework for regularly reviewing performance in this area, and developing collective and individual skills.
34. The selection of accompanied interviews should include both home visits and office interviews.

11 Case Integrity and Improvement

Case selection

1. Each month, 90 cases will be selected for analysis from each of three districts based on the Offence Type selected that month for checking.
2. The districts will be selected on the basis of the top, middle and lower performing districts by hit rate.
3. Districts will not be informed in advance that they have been selected.
4. The types of cases selected are based on the Offence Types with the highest volumes:
 - Living Together As a Married couple (LTAMC) cases
 - Risk Cases
 - Working in Receipt
 - Generalised Matching Service (GMS)
 - Undeclared Capital and Savings
 - Abandoned Cases
 - Others - Consisting of; Doubtful Disability, Partner Working, Abroad, Not Caring, Child Dependency, Full Time Education.

5. 70% of the 270 cases selected each month will have an outcome of 'Positive Compliance' with the remainder having an outcome of 'No Result'.

Reporting

6. A summary report is published by the Case Integrity and Improvement Team each month, with the findings issued within 2 weeks of the end of the selection period for that Offence Type.
7. The report will include hints and tips, good practice and common errors and is issued nationally so that the tips and best practice can be used to improve performance in all districts. The national report does not show data by individual district.
8. The findings will be presented as a standing agenda item at the monthly Local Service Compliance Management Team meeting for discussion with Local Service Compliance Senior Leaders.
9. Detailed feedback on individual cases will be issued to the relevant Local Service Compliance Senior Leader on the Case Integrity and Improvement Worksheet.
10. For details of the types of Integrity and Quality issues, see Integrity and Quality issues.
11. Performance adjustments are made on FRAIMS for cases where an Integrity Issue has been identified. No adjustments are made for cases which incur Quality Issues only.
12. There is no Appeal process.

Purpose of the analysis

13. The purpose of this analysis is to ensure that:
 - the recorded number of Compliance activities is accurate
 - the recorded number of Local Service Compliance positive outcomes (change cases) is accurate
 - the recorded amount of Monetary Value of Adjustment (MVA) is accurate
 - any overpayment/underpayment has been identified, regardless of the amount
 - all FRAIMS entries are correctly recorded
 - the case has been actioned correctly
 - all errors identified have been reported correctly.

Performing the integrity analysis

14. The systems used to complete the analysis of a case are:
 - FRAIMS
 - OPSTRAT
 - LMS
 - CIS
 - E- Referrals
 - PTP CAM.
15. The following will be analysed to ensure that:

- the referral was appropriate for action by the Local Service Compliance team, as detailed in Key actions/activities to check
 - the correct method of intervention was used, for example, face to face interview, unless Local Service Compliance guidance allows for some other method of dealing with the case
 - all action undertaken by the Local Service Compliance Officer, for example, letter issued, email sent, etcetera, are shown as a separate activity line on FRAIMS
 - copies of all letters that are issued via FRAIMS are available to view in the correspondence tab,
 - Monetary Value of Adjustments (MVAs) and positive outcomes were correctly claimed in accordance with the guidance in Recording Outcomes
 - MVAs were only claimed for the benefits listed in Claiming a MVA
 - overpayment action is pursued where appropriate, checking that the case has not been closed on FRAIMS first
 - all amounts of MVA for each benefit, including Housing Benefit (HB) and overpayment/underpayment amounts have been separately recorded on FRAIMS whether they are claimant or official error.
16. The Case Integrity and Improvement Worksheet will be completed for each case analysed where either an Integrity and/or a Quality Issue has been identified. If no issues are found the worksheet will not be completed.
 17. A list of cases analysed, Details of Cases Analysed document, will be completed for each District.
 18. Once the selection has been completed all forms and Details of Analysis documents for each District will be sent together with the Customer Compliance Assurance Check letter to the Local Service Compliance Senior Leader.
 19. The Local Service Compliance Senior Leader must ensure that the appropriate feedback loops are in place to the individual and that all:
 - discrepancies are fed back to the individual
 - remedial action is undertaken, if required, for the individual.

Recording the integrity analysis

20. Details of all cases analysed are recorded on a national spreadsheet, which contains:
 - month of selection
 - group and district
 - FRAIMS case number
 - claimant's name
 - the original case Outcome - Positive Compliance / No Result
 - if the case contains an Integrity and/or Quality Issue
 - details of the error
 - if any further action are required, such as a change to information already recorded on FRAIMS for example; removal / amendment / addition of an activity, outcome, MVA and/or over/underpayment.

21. Where a change is required to the information recorded on FRAIMS, the Case Integrity and Improvement Team will open the case and amend as appropriate.

Retention of monthly integrity assurance list

22. All records will be kept for 14 months from final closure.

Integrity assurance definitions

Activity

23. An activity is a robust and challenging face to face interview with the claimant, either by office interview or home visit, unless Local Service Compliance guidance allows for some other method of dealing with the case.

Positive outcome (change)

24. A positive outcome is a decrease or increase in benefit, and/or an overpayment or underpayment.

Monetary Value Adjustment (MVA)

25. For a definition of a MVA see Definition of MVA.

Overpayment/underpayment

26. Any past period overpayment/underpayment, regardless of the amount, resulting from a positive outcome identified during Local Service Compliance activity.

Integrity and Quality issues

27. There are two types of issues to consider when analysing a case:

- Integrity issues
- Quality issues.

Integrity issues

28. Cases with Integrity Issues will have an impact on the Basket of Measures and FRAIMS will be adjusted accordingly

| No. | Integrity Issue Categories - Positive Outcome cases |
|-----|--|
| 1. | The referral should not have been accepted as it did not fulfil the criteria for an intervention. See Types of Fraud and Error Local Service Compliance referrals. |
| 2. | A positive outcome / MVA has been claimed but it is not appropriate, for example, the Local Service Compliance Officer is not directly responsible for the change in benefit. See Claiming a positive outcome. |
| 3. | Pre-existing change error, the: <ul style="list-style-type: none">• claimant rings the Local Service Compliance Officer to report a pre-existing change but a full review is not |

| | |
|------------|---|
| | <p>undertaken, the allegation on the FRF is not discussed and/or the MF47 is not completed</p> <ul style="list-style-type: none"> claimant rings someone other than the Local Service Compliance Officer and reports a change which has not occurred on or prior to the issue of the CCOI1 / CCOI1(W) / CCV1 / CCV1(W)). <p>See Contact to report a change of circumstances.</p> |
| 4. | The case was live and the Local Service Compliance Officer has cleared it and claimed a Positive Outcome without conducting a robust and challenging interview with the claimant to ensure the compliance effect as required. Interview conducted face to face, by letter or telephone. See Overview of Fraud and Error Local Service Compliance. |
| 5. | Claiming a future change. See Monetary Value of Adjustment is not appropriate and Recording Outcomes – Examples of Unsuccessful outcomes - Example 11. |
| 6. | <p>Causal link applied incorrectly/not applied, as the:</p> <ul style="list-style-type: none"> change occurred after the causal link period had expired Outcome is claimed during the causal link period but the claimant signed off for reason other than Living Together As a Married Couple (LTAMC), for example, failed to sign, found work. <p>Causal link should not have been applied as not the case did not relate to LTAMC or Risk A - C and claimant has not declared another person in the household.</p> <p>See Causal link.</p> |
| 7. | The information needed to analyse a case is not on FRAIMS. See Recording details of the interview. |
| 8. | An incorrect amount of MVA has been claimed. See Definition of a MVA. |
| 9. | Housing Benefit claimed when not appropriate to do so or not claimed when appropriate. See Claiming a MVA. |
| 10. | An overpayment/underpayment has not been identified/claimed for or an incorrect amount has been claimed. See Recording Over and/or Underpayments. |
| 11. | Other (explain). |
| No. | Integrity Issue Categories - No Result cases |
| 12. | The referral should not have been accepted as it did not fulfil the criteria for an intervention. See Types of Local Service Compliance referrals. |
| 13. | The case was live and the Local Service Compliance Officer has cleared it and claimed No Result/ No Change without conducting a robust and challenging interview with the claimant, to ensure the compliance effect as required. Interview conducted face to face, by letter or telephone. See Overview of Local Service Compliance. |
| 14. | The information needed to analyse a case is not on FRAIMS. See Recording details of the interview. |

| | |
|-----|------------------|
| 15. | Other (explain). |
|-----|------------------|

NB: This list is not exhaustive.

Quality issues

29. In the following circumstances, the Local Service Compliance Officer has not followed guidance appropriately when arriving at the outcome, as this is a quality issue it **will not** result in a FRAIMS adjustment.

| No. | Quality Issue Categories |
|-----|--|
| 1. | Raising a Fraud Referral Form (FRF) under the wrong Risk category but it was a genuine allegation. See Types of Local Service Compliance referrals. |
| 2. | Issuing incorrect Local Service Compliance letters/no record of any letter being sent in FRAIMS where appropriate so unable to verify that the correct letter has been sent. See Arrange the interview/home visit. |
| 3. | Contacting an employer directly without having first obtained the claimant's permission except in the circumstances allowed for in guidance. See Contacting the employer. |
| 4. | The interview was not notified within the timescales as defined in Local Service Compliance guidance. See Arrange the interview. |
| 5. | No note recorded in notepad showing 'FES Local Service Compliance interest'. See Check the relevant IT systems and Closing the Case. |
| 6. | Missing activity/activities. See FRAIMS guidance - Section 09 Activities. |
| 7. | All the information needed to analyse a case is not on FRAIMS but can be found on OPSTRAT notepad or LMS. See Recording details of the interview. |
| 8. | Date of change omitted or incorrect. See FRAIMS guidance - Section 57 Recording the Benefit/Suspension Decision – Local Service Compliance. |
| 9. | Offence type is still recorded as MIDAS referral. See Recording the Case Offence Type on FRAIMS. |
| 10. | OP/UP tab error/omission. See FRAIMS guidance - Section 58 Recording the Overpayment Decision. |
| 11. | Delay in completing the Date of Outcome. See Obtaining benefit and/or overpayment decisions and FRAIMS guidance - Section 65 Case Outcome updates. |
| 12. | Delay in completing date closed. See FRAIMS guidance - Section 66 Closing a Case. |
| 13. | Other (explain). |

NB: This list is not exhaustive.

12 Local Service Compliance FRAIMS Case Stages

Case Stages

1. The following table provides a list of the Case Stages to be used by Local Service Compliance when dealing with cases.

| Stage displayed | When to use | Next Stages available |
|----------------------|--|---|
| Referral | All new Cases arrive displaying this. | <ul style="list-style-type: none"> Allocated |
| Allocated | Used for cases that have not been booked in and are waiting to be previewed prior to arranging the interview. | <ul style="list-style-type: none"> Investigation Closed |
| Investigation | <p>Used when an interview has been booked and waiting to be seen.</p> <p>Note: The Case Stage remains as 'Investigation' where:</p> <ul style="list-style-type: none"> the claimant fails to attend or cancels the interview, OR benefit has been suspended due to the failure to attend OR the claimant has been requested to provide further information. | <ul style="list-style-type: none"> Allocated Benefits Decision Closure Action |
| Benefits Decision | Used when a case has gone to the Decision Maker for re-assessment following a change of circumstances. | <ul style="list-style-type: none"> Overpayment Decision Post Decision Action CRT |
| CRT | Used when a REF2 has been referred to the Overpayment Central Team. | <ul style="list-style-type: none"> Overpayment Decision |
| Overpayment Decision | <p>Only use this option when the current Case Stage displays 'CRT' to move to 'Post Decision Action'.</p> <p>Cases must not remain at this stage.</p> | <ul style="list-style-type: none"> Post Decision Action |

| | | |
|----------------------|---|---|
| Post Decision Action | Only use this option to move the case to 'Investigation' or 'Closed'. Cases must not remain at this stage. | <ul style="list-style-type: none"> • Investigation • Closed |
| Closure Action | Can be used in Causal Link cases. | <ul style="list-style-type: none"> • Investigation • Closed |
| Closed | Automatically set when the Case is closed. | <ul style="list-style-type: none"> • Investigation • Appeal |

2. The following Case Stages may display but they are for use by Investigations or Decision Makers only:
 - Intelligence Gathering
 - IUC
 - Post Decision Action
 - AdPen/Caution Delivery
 - Prosecution Preparation
 - Prosecution File Rejected
 - CPT
 - Legal Office
 - Prosecution Admin Checks
 - Prosecution Evidential Check
 - Drafting
 - Court
 - Post Court Proceedings
 - Arrest
 - Warrant
 - Appeal.
3. Full details about Case Stages can be found in FRAIMS guidance – Case Stages.