

**CFM LONDON-NORTH  
COUNCIL TAX BENEFITS  
SYSTEM OVERVIEW**

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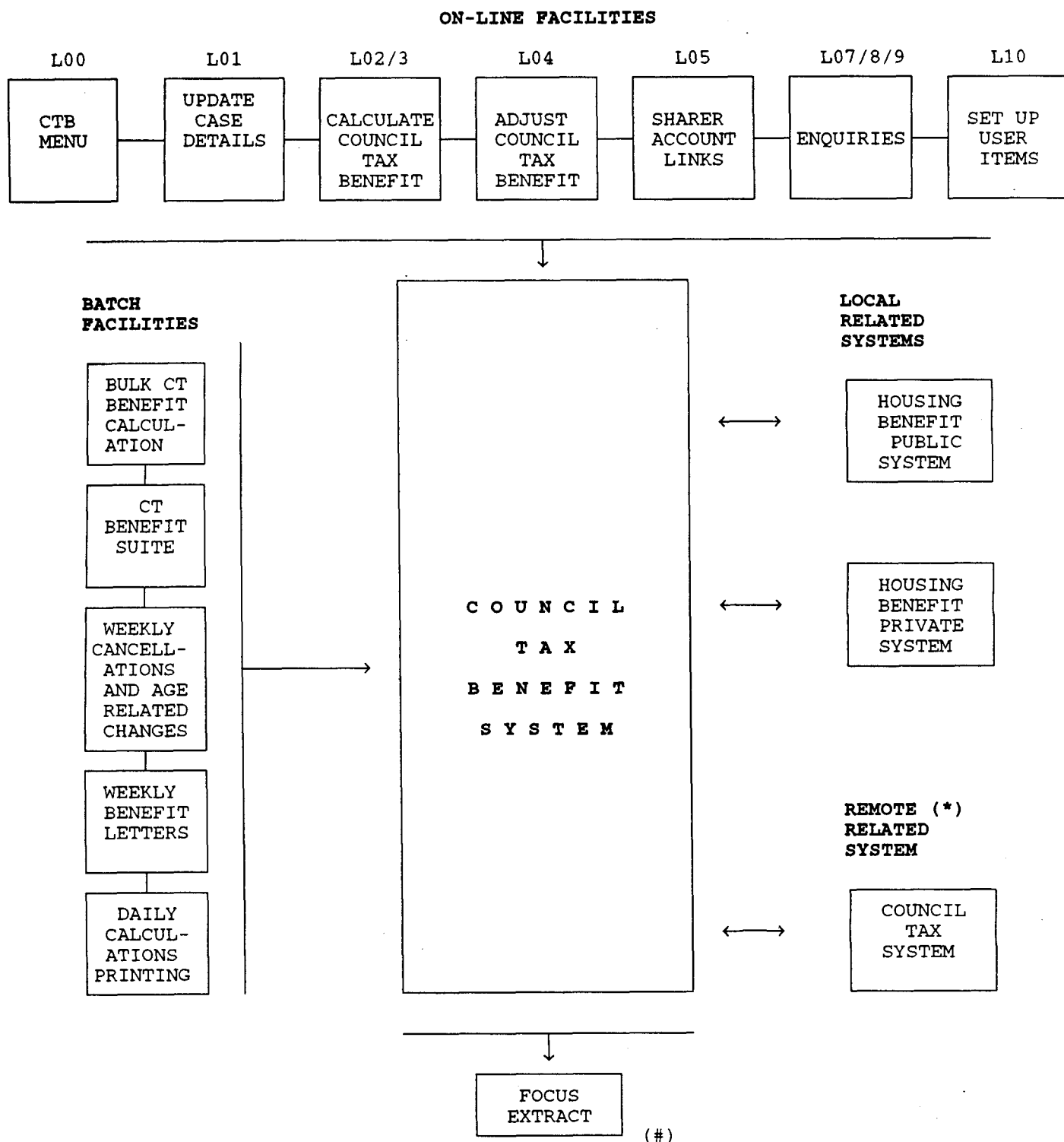
**OVERVIEW OF THE CFM London-North COUNCIL TAX BENEFIT (CTB) SYSTEM****1. The Main Functions of the CTB System**

- To provide computerised facilities for calculating and notifying the level of Council Tax Benefit to be paid to each claimant.
- To simplify the administration of claims by providing links with the Housing Benefit System (directly) and Council Tax system (by data transfer).
- To provide on-line update and enquiry facilities for day to day administration of claimants' accounts including CTB calculations.
- Automatic CTB calculations for statutory changes, Council Tax liability changes, end of Benefit Period and age category changes.
- Provision of CTB notification letters to claimants.
- Provision of a FOCUS database of CTB details for user interrogation and compilation of reports and statistics.

**2. Integrated Benefits Systems**

- 2.1 The CTB system is fully integrated with the CFM Housing Benefit systems, for Public and Private tenants, incorporating features for 'Common' cases as follows:-
- 2.2 Enables HB/CTB to be administered as a joint claim for Public and Private sector tenants.
- 2.3 Both HB and CTB are calculated on-line from a single input of claimant personal details.
- 2.4 HB and CTB are both cancelled when the 'Claim end date' is reached.
- 2.5 HB/CTB combined review forms can be issued on a rolling basis through the year.
- 2.6 HB and CTB claimant personal details are kept fully in step.

3. A Picture of the Facilities Provided



(\*) Connected by file transfer for daily and weekly data transfers and bulk demand runs.

(#) Weekly Focus extract to create a user database for enquiries.

#### 4. CTB and Related Systems

- The CTB system and the Housing Benefit Public and Private systems run on the CFM London-North computer installation.
- CTB is fully integrated with the Housing Benefit Public and Private systems.
- The CTB system will have interfaces to the authority's Council Tax system.

#### 5. How the CTB System Works

5.1 The CTB system database contains details of every Council Tax payer, as a potential claimant of Council Tax Benefit. The processing of that information is described below.

#### 5.2 Automatic (batch processed) activities - overnight

##### Daily

- Receive new and changed information from the Council Tax system.
- Re-calculate benefit claims resulting from the above changes.
- Transfer back to the Council Tax system re-calculated benefit details from the above changes and any entered and processed by users during the day.
- Print a report of all re-calculations and changes.

##### Weekly

- Process all cancellations and age category changes to benefit that have occurred during the week.
- Produce Council Tax Benefit letters for all claimant changes.

##### Bulk runs

- The main bulk run is effective from 1st April each year when the Council Tax Band amounts are set for the new financial year.
- Receive a file of the new Council Tax charges for inclusion in the CTB bulk run effective from 1st April.
- Re-calculate all current CTB cases, to take account of government legislation, including changes to Income, Applicable Amounts and Council Tax.

## 5.2 cont

Bulk runs Cont.

- Social Security Benefit uprating is also effective from 1st April and the CTB system automatically uprates these amounts prior to CTB re-calculation.
- Mid year bulk runs may also be required, dependant on statutory changes.
- Transfer re-calculated CTB amounts to the Council Tax System.
- Produce Council Tax Benefit letters.

## 5. How the CTB System Works cont.

### 5.3 Day to Day (user) activities

- Use L01 to set up the details of a new claimant.
- For Public tenants, use L03 to calculate CTB directly following the U02 rent rebate calculation.
- For Private tenants, use L03 to calculate CTB directly following the B02 rent allowance calculation.
- For Non-tenants, use L02 to calculate CTB.
- Use L04 to make Manual adjustments of CTB to:-  
the CTB overpayment account,  
direct to the CT account,  
transfer amounts between the CTB and CT accounts.
- L05 is used to set-up a Sharer account and link it to the associated Main CT account.
- L07 is used to look at all current case details.
- L08 supplies full details of calculation and manual adjustment histories.
- L09 supplies a summary only of calculation and manual adjustment histories.

### 5.4 CTB Reference

- There 2 types of CTB Account:-  
  
CTB Main Accounts  
  
CTB Sharer Accounts
- Sharer accounts are used where there are joint tenants or joint owners liable for the Council tax at a property.

CTB is calculated for each claimant based on their proportion of the Council tax liability.