Housing Benefit Review LA Questionnaire - for Multi benefit Review Officers

PM Team No.  MRO No.
Local Authority Name  Local Authority ID No.
Period of Selection

Preparation

1. Did the LA provide Profile information prior to the review?  YES/NO
   If so, was the information accurate and complete?  YES/NO

2. Did the LA provide details of a LA nominated contact point prior to the review?  YES/NO

3. Did the LA conduct all relevant system checks prior to the review? (e.g to confirm live claim, date of last visit, overpayment information or fraud interest)  YES/NO

4. Did the LA correct any cases following the notification of sample?  YES/NO
   If you have answered “Yes”, please provide details.

Preview

5. Did the LA provide sufficient workspace to conduct the reviews?  YES/NO

6. Did the LA have all documentation available on day of arrival?  YES/NO
   If you have answered “No” please provide details of the problems and any time delay you have experienced.

7. Was LA system access available upon arrival?  YES/NO
   If you have answered “No” please provide details of the problems and time delay you have experienced.
8. Did the LA provide a brief overview of system upon arrival? **YES/NO**
   If you have answered “No” please provide details of the problems and time delay experienced

9. Was access to any LA Unacceptable Claimant Behaviour register/record available upon arrival? **YES/NO**
   If you have answered “No” please provide details of problems and any time delay experienced.

**Post Review**

10. Typically how many days did it take to obtain completed Decision Proformas?

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<th>0-2</th>
<th>3-5</th>
<th>6-10</th>
<th>11-20</th>
<th>Over 20</th>
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If you have any incomplete decision proformas please provide details of the problems.

11. Did the LA accept details of information verified at interview for reassessment purposes? **YES/NO**
Fraud Investigations

12. If applicable, did the LA fraud section complete ongoing investigations or High Suspicion Referral investigations within 13 weeks?  YES/NO
   If you have answered “No” please provide details of the problems (e.g. cases returned without action) and time delay.

13. If applicable, where a LA fraud team was unable to investigate a case, were you notified using Appendix 14f within 10 working days of referral?  YES/NO
   If applicable, what explanation was given?

14. For non-residency cases where the claimant is not located, did the LA refer to a Decision Maker to suspend benefit within 5 working days where suspension was requested before referral for LA fraud investigation?  YES/NO

15. How would you rate the service you received from your LA contact with regard to the HBR?

   Very good   Good   Satisfactory   Poor   Very poor

16. Generally did the LA staff have an understanding of HBR?

   Very good   Good   Satisfactory   Poor   Very Poor

Additional Information

17. Please use the following space to make comments on any other issues relating to the LA.

Please remember to send a copy of this form, when completed to BST & your LA

MRO to sign
Signed:       Date: