become familiar with the characteristics of the case – whether the claimant is single or part of a couple, whether there are children, what type of housing they live in and all other aspects of the case

• note whether a State Pension Credit claimant applied on or after 06.10.03. These cases contain less information than MIG conversions so you must be aware that discrepancies are more likely to arise during the interview than during the technical preview

• [Redacted text]
• record all checks completed during the preview on FREDA
• [Redacted text]
• access CIS Account Summary and follow the links to:
• Address History
• Relationship History
• Access CIS Address trace to check occupancy

7014 Regarding the CIS checks, the Address Based Trace and Occupancy History will indicate if there is any other person(s) residing in the property. If there are others living in the household check their CIS Address History as this may highlight a living together situation.

7015 For any possible partners highlighted, details in CIS must be checked prior to the visit. CIS Relationship History for the claimant should also be checked. Address Based Trace and Occupancy History will also indicate what benefits are in payment to each individual living in the household.

7016 The number of claims/applications to DWP benefits/entitlements and HB made from the claimant’s address should be established and where possible a check should be made to see if this corresponds to information held by the LA. If this check reveals any discrepancies, these should be recorded on the preview proforma or HB questionnaire in HB cases and raised with the claimant at the review.

7017 It is not intended that you carry out checks on the actual benefit/entitlement/claim/applications of others in the household; this would be in