

Benefits

What we need from you



RUSHMOOR
BOROUGH COUNCIL

This leaflet gives guidance on the documents we need to see as proof of your identity, National Insurance number and income. This helps our benefits team to make sure you get the right amount of benefit.

We will ask for different evidence depending on the type of claim that you are making and, if you are claiming housing benefit, the type of tenancy you have.

If you send in a new claim form without all the evidence we need, we will send you a letter to advise you what else you need to provide. We will also send the application form back to you.

Please supply the additional information, and documents that we request, in the time limits given. If you are unable to do this, you should contact us to tell us what is causing the delay, and when you expect to be able to provide the evidence.

If you do not reply, we may withdraw your claim. If you then want to re-apply, a new form will be required, which in most cases, we will assess from the Monday after receiving your new application.

Why you have to prove your identity

In order to receive benefit, we must be satisfied that you are who you say you are.

When you need to prove your identity

You must prove your identity if:

- *You are claiming benefit but have not sent us proof of your identity before*
- *You send us your first claim form; or*
- *There has been a gap since you last received benefit*

When you need to prove your identity

We need to see proof of your identity and address before we can pay you benefit. You cannot use the same document to prove your name and where you live.

Examples of acceptable proof of identity include*:

- *Current, signed passport*
- *Current UK photo card driving licence (provisional/full)*
- *Full paper (old style) UK driving licence*
- *Birth certificate*
- *Armed forces identity card*
- *Inland Revenue tax notification (not P45/P60)*
- *National Insurance card (supported by P45/P60/payslip)*
- *EU national identity card*

Examples of acceptable proof of address include*:

- *Recent utility bill*
- *Bank/credit union/building society/credit card statement*
- *Recent original mortgage statement*
- *DWP notification letter*
- *Vehicle registration document (V5)*
- *Motor or home insurance certificate/policy*

*Please note that these lists offer a guide and are not exhaustive.

Proving your National Insurance number

You will have to provide evidence of your National Insurance number and that of your partner if you have one.

Your number is on several documents. For example, your National Insurance number card, most letters from the Department of Work and Pensions or on your payslips.

A National Insurance number is always made up of numbers and letters, for example, AB 12 34 56 C.

Proving your income

Here are some examples of the types of evidence we accept as part of your income:

Your savings

- *Bank and building society statements (covering transactions for last two months, details of all credits and debits, showing outstanding balance)*
- *Account passbooks (showing account holder's name, number, transactions for last two months)*
- *Letter from bank or building society (giving details of accounts held, account numbers, account balances, transactions for last two months)*
- *Documents showing proof of ownership (e.g. share certificates, premium bonds, etc)*

Benefits and tax credits

- *Benefit award letter*
- *All pages of your current tax credit award letter*

Earned income

- *Five weekly, three fortnightly or two monthly up-to-date consecutive wage slips, or a certificate of earnings, which is available from the council*

The evidence must give the following information:

- *Employer's name and address, number of hours worked, gross pay to date, gross pay per period, income tax and National Insurance deducted, pension contributions, method of payment*

Other income

- *Latest payment slips, latest award notice, loan notification letter for students, court orders, latest Child Support Agency (CSA) notices, letter from absent parent confirming maintenance payments made*

Self-employed earned income

- *Accounts drawn up by an accountant*
- *Bank statements, latest tax assessment, invoices and receipts*
- *If you are newly self-employed, please tell us the nature of your business and provide an estimate of what your income will be*

Pension contributions

- *Policy document or annual statement showing payments made*
- *If your pension is paid through your salary and your payslip shows that amount, then this is acceptable*

Child care costs

- *A letter from your registered child minder showing the amount you pay for childcare costs. This letter should show your child minder's registration number*
- *A letter from your child's after-school club*

All evidence must be original documents; we will not accept photocopies of evidence.

Please note that these notes are for guidance, and we may ask for other evidence.

How to provide your evidence

You can send your supporting documents to us by post. We will copy the originals and return them to you. If you bring documents to the council office, we will copy them and hand them back to you. If you are unable to visit our offices and need help with the form or evidence, please contact us so we can arrange for a benefits visiting officer to come and see you at home.

If you cannot provide the suggested documents

Some people have acceptable reasons why they do not hold any of the recommended forms of evidence.

In such cases we can accept other forms of proof. Please speak to a member of staff about whether the documents you can provide are acceptable.

Reviewing your claim

We review all housing benefit and council tax support claims regularly. We may visit, write or telephone you for this information.

The purpose of the review is to verify the details of the benefit claim. This will include confirmation of:

- Household members
- Housing costs
- Income
- Capital
- Any changes of circumstances that may affect your claim