

Content of The Training Directory

Training Courses and Consultancy Services

In-House Benefits Training Courses

In-house training courses are available based on the information contained in **The Benefits Directory** and **The Revenues Directory** web-based knowledge management solutions

In-house training courses are -

- available for presentation to local authorities, housing associations, welfare and advice agencies, and developed to introduction, standard or masterclass level
- available off-the-shelf and we often customise courses to suit individual local authority requirements

Claimant Eligibility	Student eligibility & income assessment Persons From Abroad
Rent & CT Liability	Private Rented Sector - 1 day or 2 days CT liability for CTB staff Local Housing Allowance
Applicable Amounts	Applicable Amounts
Income & Outgoings	Assessment of Income for Working Age & SPC claimants Self-employed claimants Employment & Support Allowance
Capital	Assessment of Capital for Working Age & SPC claimants
Assessment	The HB/CTB Calculation and assessment issues for - <ul style="list-style-type: none"> • RSL, welfare & advice agency staff • LA Members • Customer Service staff • Fraud Investigators
Supersession	Change of Address - HB & CTB The Dating Game - Supersession Date of claim & start date of entitlement - 1/2 day
Revision	Revising decisions
Overpayment & Excess Benefit	The Life of an Overpayment
Appeal	The Appeal Process
Subsidy	The Final Subsidy Claim - Cell-by-cell - year specific

A one day course is £750* UNLESS the LA is a Benefits Directory member IN WHICH CASE the charge is £100 cheaper at £650*
*price excludes expenses and VAT

Masterclass Courses

Every year LA Directories Ltd hosts several Masterclass courses

A Masterclass course examines and analyses a subject beyond the norm for an in-house training course

Masterclass courses are aimed at specialist staff who need a deeper understanding of the subject to be able to manage or train staff administering that issue, and provide a networking opportunity for staff from different LA's who have the same responsibilities

Masterclass courses are available for in-house presentation to 4 - 12 delegates

Masterclass courses are marketed via e-mail to every Local Authority Benefits Service. If you want to receive details of each Masterclass Course as it is marketed, please send an e-mail to linda.davis@ladirectories.com

The delegate day rate is £225*
UNLESS the LA is a Benefits Directory member
IN WHICH CASE the charge is
£30 cheaper at £195*
*Price excludes VAT

Consultancy Services

Through its work developing **The Benefits Directory** and **The Revenues Directory**, LA Directories Ltd can lay claim to a wide and deep understanding of the HB/CTB regulations, CT/NDR law, government departmental guidance, caselaw, circulars and information letters

Regulation v Procedure Health Check

A Regulation v Procedure Health Check reviews any operational procedure to -

- analyse where regulations may be compromised during day-to-day administration, and
- propose amendments to procedures to maintain or improve performance without compromising legal intentions, and
- identify any emergent training needs associated with that procedure or law

Subsidy Health Check

LADL's cell-by-cell analysis of the annual Final Subsidy Claim never fails to identify opportunities to maximise subsidy income -

The Subsidy Health Check helps ensure that benefit payments subsidy is legally maximised by -

- forensically examining how staff create computer records for each subsidy cell, and
- discussing the interpretation and application of relevant HB/CTB regulations and subsidy orders

Health Check daily* rate is £750 UNLESS the LA is a Benefits Directory member
IN WHICH CASE the daily rate is £100 cheaper at £650

* The number of days depends on the procedure reviewed
Price excludes expenses and VAT

To discuss membership to **The Benefits Directory** or **The Revenues Directory** please contact Peter Davis on 07931 755919 or peter.davis@ladirectories.com or ring 0845 094 3348

To book an in-house training course, place on a Masterclass course or Regulation v Procedure Health Check please contact Linda Davis on linda.davis@ladirectories.com or ring 0845 094 3348