Part 4: The top 5 reasons for application form return. Introduction

- This module will illustrate the 5 most common causes for return of application forms.
- Each section contains guidance that can help to reduce the number of ‘bad’ applications.
- It should be noted that whilst all information contained in this section relates to the application form for 2005/06 (orange form), the information contained is as relevant for the 2006/07 (green) form.
- All statistical data is from w/c 12/12/2005
Part 4: The top 5 reasons for application form return

The top 5 reasons for return are as follows:

1. Missing Proofs.
   Accounting for 43.35% of all returns

   - There are a number of fields on the form that require proof; these proofs are indicated in the guidance sections on the form itself. On the current ‘orange’ application form, these questions are:

     - Part A – **Question A6** requires valid bank proof.

     **Questions A7 to A10 answered as ‘Yes’** - require the additional proofs listed in the guidance sections on the application form.

     - Part B - **Question B4 answered as ‘Yes’** requires a valid original Tax Credit Award Notice.

     **Question B5 answered as ‘Yes’** requires Part C of the application to be completed by the DWP.

     **Question B7 answered as ‘Yes’** requires a valid original P60 / P60u.

     **Question B8 answered as ‘Yes’** requires a valid original P9d / P11d detailing ‘benefits in kind’.

     **Question B9 answered as ‘Yes’** requires an original SA302 (self assessment tax return form).

   - All of the income proofs indicated must be for the last complete tax year as indicated in the introduction to this section.

   - Further advice on acceptable income proofs can be obtained from the helpline on 080 810 16219.
2. Tax Credit Award Notice – wrong tax year.
   Accounting for 36.51% of all returns

   • The Tax Credit Award Notice (TCAN) must show income for the last complete tax year (on the current version of the TCAN this information will be situated on Page 2 or 3).

   • Look for the heading “Your Income from…” (on Page 2 or 3 of the current version of the TCAN), the dates shown should be the last complete tax year.

   • When a TCAN is not available, the parent / carer should contact the helpline on 080 810 16219.

3. Invalid Bank Details
   Accounting for 9.94% of all returns

   • Check the account is in the young person’s name (if this is not possible due to special circumstances the young person’s parent / carer should contact the helpline for additional advice on 080 810 16219).

   • The details provided must not be a Post Office Card Account – these will not accept BACS payment from any source other than the DWP.

   • When Question A6 has been completed, check that there is a valid banking proof (a bank statement, letter from the bank or completed banking pro-forma from the back of the guidance notes) that matches those details supplied on the form.
4. Missing Mandatory Fields
Accounting for 5.95% of all returns

- Check all the relevant Mandatory Fields on each part of the form. These are:
  - Part A
    - A1 to A3 (Young Person details), A5 or A6, A7 to A10 and A13.
  - Part B
    - B2 where there are responsible adults, B13 and at least 1 question between B4 to B10 must be completed.
  - Part C
    - Cross in C1 (where appropriate), DWP stamp and signature.
5. Form not signed  
Accounting for 4.24% of all returns

- Always check that A13 has been signed.

- Check that question B13 has been signed by the responsible adults in the household.