HALTON
BOROUGH COUNCIL

Direction of the Chief Executive of Halton Borough Council under the Housing Benefit and Council Tax Benefit (Electronic Communications) (Miscellaneous Benefits) Order 2006, and the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012, as incorporated into Halton Borough Council's Council Tax Reduction Scheme.

Halton Borough Council (the authority) makes the following directions in accordance with:

- Schedule 11 of the Housing Benefit Regulations 2006.
- Schedule 10 of the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006.
- Part 4 of Schedule 1 of the Council Tax Reduction Scheme (Prescribed Requirements) (England) Regulations 2012.

1. An individual who, in accordance with the 2006 regulations makes a claim or reports a change in circumstance for housing benefit under the Social Security and Contributions Act 1992, or in accordance with the 2012 regulations makes a claim or reports a change in circumstance for council tax reduction under the Local Government Act 1992, is authorised to do so by an electronic communication, provided that the individual uses the method approved by the authority in relation to the claim.

2. The methods approved by the authority for using electronic communication are as follows:

   a) The claim form or changes in circumstances form used must be that which is on the authority's website.
   b) The form must be completed in accordance with the instructions set out on the website.
   c) The form may be completed online or via an assisted face to face interview with an officer of the council.
   d) The authority may require further information or supporting evidence, including original copies of supporting evidence, before the claim can be assessed.
   e) Any electronic communication must be sent as directed on the authority's website. Where an individual uses any electronic method other than the method approved of submitting any claim or change in circumstance, certificate, notice, information or evidence, that claim, change in circumstance, certificate, notice, information or evidence shall be treated as not having been submitted.
   f) Any person sending an electronic communication to the authority must clearly state their name, full postal address and claim number where appropriate. Any communication where the authority is unable to authenticate the identity of the sender shall be deemed invalidly made.
   g) It will be the responsibility of any person using this method of communication to keep an electronic record of any such communication which may need to be provided in case of query or appeal.

3. This direction may be withdrawn or amended at any time by the issue of a further direction.

Signed by

David Parr
Chief Executive

Date 16 July 2019