



Oadby & Wigston

BOROUGH COUNCIL

Direction – Acceptance of Electronic claims and changes of circumstances

Direction of Anne Court, acting Chief Executive of Oadby and Wigston Borough Council under the Housing Benefit and Council Tax Support regulations (relating to electronic communications).

Oadby and Wigston Borough Council, ('the Authority'), in accordance with;

- Schedule 11 to the Housing Benefit Regulations 2006,
- Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006,
- Schedule 1 (part 4) of Oadby and Wigston Borough Council -Council Tax Support Scheme 2013
- Schedule 7 (part 4) of The Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012.

Hereby makes the following directions:

(1) An individual who, in accordance with the regulations, makes a claim for, applies to amend, or notifies a change of circumstance in respect of the following;

- Housing Benefit or;
- Council Tax Support

Is authorised to do so by electronic communication, provided the communication is made by Oadby and Wigston Borough Council's approved methods in relation to the claim.

(2) The methods approved by Oadby and Wigston Borough Council for using electronic communication are as follows:

(a) By completing the appropriate electronic form which can be found on the Authority's website (www.oadby-wigston.gov.uk).

(b) Electronic Communication in the form of email sent to benefits@oadby-wigston.gov.uk or as directed on the Authority's website

(c) by telephone (change in circumstances only) by calling (0116) 288 8961 option 4.

Such use being strictly subject to the following conditions:

(a) 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.

(b) The use and acceptance of the electronic claim form is subject to it being completed in accordance with the instructions set out on the website. Any claim not made in accordance with the instructions will be considered invalid.

(c) Email communication will only be accepted by the Authority subject to the inclusion of at least two pieces of the following prescribed information as a means of confirmation of identity: Date of Birth, National Insurance Number, claim number where applicable.

(d) If, for whatever reason, the claim or notification is not accepted by the Authority's computer system it is not regarded as having been delivered.

(e) The Authority may require further information or supporting evidence, including original supporting evidence, before the claim for Housing Benefit and/or Council Tax Support can be assessed or revised.

(f) The Authority will not be held responsible for non-receipt of any claim.

(g) Claimants are advised to keep records of any electronic communications submitted in case of query or appeal.

Signed by

Anne Court
Acting Chief Executive
Oadby and Wigston Borough Council
04 December 2017