

# Housing Benefit, Council Tax Benefit/ Support Claim and Change in Circumstances Forms

**This may also include appeals, payments and all supporting evidence.**

Housing Benefit (HB) is the process of receiving regular payments made by Oadby and Wigston Borough Council to help those on low incomes to pay for rented accommodation. Council Tax is a tax levied on households; the amount is based on the estimated value of a property and the number of people living in it. Council Tax Support is designed to help low income families fulfil their responsibilities of paying their Council Tax.

The process of a benefit form and the information that is required is determined by the Housing Benefits Regulations 2006, Council Tax Benefits Regulations 1992 and Council Tax Support Regulations 2012.

This legislation requires Oadby and Wigston Borough Council to make details of applicants and proposals for benefits available to customer service and revenues teams. Apart from this, all documents are kept confidential. These details may include some personal information, such as names and addresses. Forms are received at the time of claim (and may date back to 2005).

You need to be aware that when you submit any benefit form to us, the application or any related documents or comments that you send to us are kept for 7 years. The retention of all data that is provided to the 'Benefit' section will be determined by Oadby and Wigston Borough Council's retention policy. A copy of the retention schedule is available on the Council's website.

The information that you provide for a benefits form will be processed by Oadby and Wigston Council, which is the 'data controller' for the purposes of the Data Protection Act.

The information that you provide for Housing Benefit, Council Tax Benefit, support claims and circumstances forms, (including personal data) will be used to deal with your application(s), give guidance and possibly suggest alternative support that may be available to you.

## **Information collected (for all household members):**

- Name(s)
- Date of Birth(s)
- Incomes(s)
- Capital(s)
- National Insurance Number(s)
- Email address(s)
- Phone number(s)
- Bank accounts(s)
- Landlord's details



## Agencies we might share the information with:

- Department for Work and Pensions
- Judicial Agencies
- Police
- Health Agencies
- Internal Council Departments
- Other Local authorities
- Immigration Services
- Government Departments
- Contractors providing revenues and benefits services
- Elected Members
- Enforcement agents
- Family, friends or a representative of the applicants choosing. (this is confirmed in writing by the applicant aka the person the data relates to)
- Regulatory bodies
- Customs and excise
- Ministry of Housing and Local Government

## Purpose for processing:

- Statutory requirements e.g. reporting to Government
- Service delivery
- Service improvement and planning
- Regulatory and enforcement functions
- Prevention and detection of crime
- Financial Transactions
- Debt recovery
- Payment of benefit and take up
- Research

## Lawful basis for processing:

- Consent
- Contract
- Legal Obligation

