



DIRECTION OF ISLE OF WIGHT COUNCIL USE OF ELECTRONIC COMMUNICATIONS FOR BENEFIT CLAIMS

THE HOUSING BENEFIT AND COUNCIL TAX BENEFIT (ELECTRONIC COMMUNICATIONS) (MISCELLANEOUS BENEFITS) ORDER 2006. SI No. 2968

Isle of Wight Council, ('the Authority') in accordance with Part 2 of the Schedule to the Regulations 2006 ('the 2006 Regulations'), hereby makes the following directions—

1. An individual who, in accordance with the 2006 Regulations makes a claim for Housing Benefit or Council Tax Benefit under the Social Security Contributions and Benefits 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 and form set out, at the time of, and for the purposes of, the delivery of such a claim are respectively—
 - (a) The methods approved by the Authority for—
 - (i) authenticating the identity of the individual making the claim;
 - (ii) submitting any claim, certificate, notice, information or evidence;
 - (iii) authenticating any claim or notice delivered by means of an electronic communication; and
 - (iv) electronic communication
 - (b) the form approved by the Authority in which the claim, certificate, notice, information or evidence is to be delivered.
3. The methods acceptable to the Authority are as follows:-

New Claims

- By completion of the Authorities approved electronic application form on the Authorities website (either completed by the person making the application or where appropriate by another person on behalf of the applicant such as an officer of the Authority, Registered Social Landlord or Citizens Advice Bureau) subject to
 - (i) The person making the application maintains records of any electronic application form.
 - (ii) The Authority will acknowledge any electronic application form

through the approved methods. Where an acknowledgement is not received then the person that made the application is advised to contact the Authority directly.

Notice of change of circumstances or provision of any other information

Notice of a change of circumstances or the provision of any other information may be sent by e-mail to housing.benefit@iow.gov.uk or the e-mail of any of the Authorities Revenue and Benefits officers subject to:

- (i) In order to ensure the authenticity of the identity of the sender of the email, the e-mail must include the persons full name, address and benefit reference number or national insurance number.
- (ii) The person maintains records of any e-mails including attachments
- (iii) In certain circumstances the Authority may require further information including original documentation
- (iv) The Authority will acknowledge any notice of change of circumstances or any other information received through the approved methods. Where an acknowledgement is not received the person that sent the notice of change of circumstances or other information is advised to contact the Authority directly.

4. It is the responsibility of the individual to ensure that they keep records of their communications with the Local Authority in either written or electronic form. Failure to do so could weaken their defence in any potential overpayment recovery or prosecution scenario.

Signed by


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John Metcalfe
Chief Executive

3-8-17
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Dated