



Derby City Council

DIRECTION OF PAUL SIMPSON, CHIEF EXECUTIVE OFFICER, DERBY CITY COUNCIL UNDER THE HOUSING BENEFIT AND COUNCIL TAX BENEFIT (ELECTRONIC COMMUNICATIONS) (MISCELLANEOUS BENEFITS) ORDER 2006

Derby City Council, ('the Authority') in accordance with:

- Paragraph 2 of Schedule 11 to the Housing Benefit Regulations 2006 ('the 2006 Regulations'),
- Paragraph 2 of Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006
- Part 4 of Schedule 7 to the Council Tax Reduction Schemes, Prescribed Requirements (England), Regulations 2012

hereby makes the following directions:

1. A person who, in accordance with the above Regulations makes a claim for Housing Benefit or Council Tax Support is authorised to do so by an electronic communication, provided that the individual uses the methods approved by the Authority in relation to the claim.
2. Provided an approved method is used, electronic communication may be used by a person with a claim for Housing Benefit and Council Tax Support in the following circumstances:
 - Making a new claim for Housing Benefit or Council Tax Support;
 - Amending an existing claim for Housing Benefit or Council Tax Support;
 - Notifying a change in circumstances for an existing claim for Housing Benefit or Council Tax Support.
3. The methods approved by the Authority are as follows:
 - For submitting new claims:
 - A new Housing Benefit or Council Tax Support claim can be made by completing the on-line application form on the Authority's website www.derby.gov.uk
 - For submitting an amendment or notification of a change in circumstances in respect of an existing claim:
 - By completing the relevant on-line change in circumstance form(s) on the Authority's website www.derby.gov.uk
 - Sending an e-mail to the enquiries.benefits@derby.gov.uk email address
 - For the authentication of identity:
 - Any person sending an electronic communication to the Authority must clearly state their full 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 to be invalid.

- Authenticating electronic communication delivery:
 - The person making an electronic communication may be asked to keep a copy of the reference number generated upon delivery of an electronic communication, so that it can be produced when the Authority so requires. Where a person fails to produce such a reference number (when requested) the Authority may deem that the electronic communication has not been successfully submitted to it.
- Any claim received that:
 - Does not conform to any of the approved methods (set out above) will be deemed to be invalid, or
 - Does conform to the approved method but is not accepted by the Authority's official computer system, will not be regarded as having been delivered.

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

ADDITIONAL INFORMATION

In addition to this Direction, the Authority also accepts Housing Benefit and Council Tax Support claims by telephone, for those at working age and pensioners.

Details of who can claim Housing Benefit and Council Tax Support are on the Authority's website at www.derby.gov.uk. The Authority uses its local Council Tax Support Scheme to administer claims for working age customers; there are separate Regulations provided by the Government for pensioners' claims.

To make a telephone claim, customers can call the Authority on telephone number **01332 640444**.



Signed by:

Paul Simpson
Chief Executive Officer

Date: 2 April 2020