DIRECTION OF BIRMINGHAM CITY COUNCIL UNDER THE HOUSING BENEFIT AND COUNCIL TAX BENEFIT (ELECTRONIC COMMUNICATIONS) (MISCELLANEOUS BENEFITS) ORDER 2006

Birmingham City Council, ('the Authority') in accordance with paragraph 2 of Schedule Part 2 to The Housing Benefit and Council Tax Benefit (Electronic Communications) Order 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 or provides information to amend or change a claim once awarded 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 as referred to in paragraph 1 are respectively–

(a) The methods approved by the Authority for–

- authenticating the identity of the individual making the claim;
- submitting the claim;
- authenticating the claim delivered; and
- electronic communication

(b) The form approved by the Authority in which the claim is to be delivered.

3. The methods approved by the Authority are as follows:

(a) By Visiting Officers of the Benefits Service gathering Customer information for New Claims, Amendments and Changes of Circumstances on City Council equipment with approved electronic forms for electronic submission for processing within the Benefits Service.

(b) Electronic transmission of customer information using approved electronic forms by approved Registered Social Landlords to enable the Benefits Service to update customer records so that benefit entitlement can be calculated and awarded correctly.

(c) Electronic transmission of customer information using approved electronic forms by organisations operating Hostel Accommodation to enable the Benefits Service to update customer records so that benefit entitlement can be calculated and awarded correctly.

(d) By Officers and Agents of the Benefits Service gathering Customer information for New Claims, Amendments and Changes of Circumstances by outbound and incoming telephone calls.

(e) Receipt of a claim for Housing Benefit or Council Tax Benefit where a claim is completed and submitted on-line, or via other electronic means such as a tablet. These will include HB/CTB claims made through or via the DWP provided it is in a manner acceptable by the Local Authority.

Signed by Date: 22/11/08
Stephen Hughes
Chief Executive
Birmingham City Council