

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

Southend Borough Council, ('the Authority') in accordance with

- Paragraph 2 of Schedule 11 of Housing Benefit (General Regulations 2006), or
- Paragraph 2 of Schedule 10 of Housing Benefit (persons who have attained the qualifying age for state pension credit Regulations 2006), or
- S13a Schedule 1a of Local Government Finance Act 1992 for Council Tax Reduction, or
- Schedule 8 of Council Tax Reduction (persons who have attained the qualifying age for state pension credit Regulations 2006),

hereby makes the following directions–

1. An individual who, in accordance with the 2006 Regulations and 1992 Finance Act.
 - (a) makes a claim for Housing Benefit or Council Tax Reduction under the Social Security Contributions and Benefits Act 1992, or
 - (b) completes and submits an Income and Expenditure form, or
 - (c) completes and submits a Suspected Fraud form
 - (d) completes and submits an Essential Living Fund form
 - (e) completes and submits a Discretionary Housing Payment form
 - (f) completes and submits a Changes in Circumstances form


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 on the Authority's website, are respectively–
 - (a) the methods approved by the Authority for–
 - (i) authenticating the identity of the individual making the claim;
 - (ii) submitting the claim;
 - (iii) authenticating the claim delivered; and
 - (iv) electronic communication
 - (b) the form approved by the Authority in which the claim is to be delivered.

- (c) an individual who submits an electronic claim should keep records of all communications with the Authority in either written or electronic form. Failure to do so could weaken their defence in any potential overpayment recovery or prosecution scenario.

Southend Borough Council

Signed by



Chief Executive

Date -

31 MARCH 2013

31.03.2013