



Northumberland

County Council

DIRECTION OF DR HELEN PATERSON, CHIEF EXECUTIVE OFFICER,
NORTHUMBERLAND COUNTY COUNCIL UNDER THE HOUSING BENEFIT AND
COUNCIL TAX BENEFIT (ELECTRONIC COMMUNICATIONS) (MISCELLANEOUS
BENEFITS) ORDER 2006

Northumberland County Council, (the Authority) in accordance with the following;

- Paragraph 2 of Schedule 11 to the Housing Benefit Regulations 2006, as amended by the Housing Benefit and Council Tax Benefit (Electronic Communications) (Miscellaneous Benefits) Order 2006
- Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006, as amended by the Housing Benefit and Council Tax Benefit (Electronic Communications) (Miscellaneous Benefits) Order 2006
- Paragraphs 10 and 11 of Part 4 of Schedule 7 of the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012, as incorporated into the Council's Local Council Tax Support Scheme

hereby makes the following directions:

1. An individual who, in accordance with the regulations and Council Tax Support Scheme cited above, makes a claim for Housing Benefit and or Council Tax Support, under the Social Security and Benefits Act 1992 or the Local Government Finance Act 1992, is authorised to do so by means of an electronic communication (as defined by Section 15(1) of the Electronic Communications Act 2000), provided the individual
 - Uses the methods approved by the Authority in relation to the claim; and
 - Is included in a category of person approved by the Authority for the purpose of making an electronic application under this direction.
2. The methods and form set out at the time of, and for the purposes of, the delivery of such a claim or application as referred to in paragraph 1 are respectively;
 - a) New claims for Housing Benefit and/or Council Tax Support can be made using the Authority's own electronic forms which are available at:

[Housing Benefit and/or Council Tax Support - Northumberland County Council
\(necsws.com\)](http://necsws.com)



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b) Electronic applications should be completed to such an extent that is considered acceptable by the Authority so a decision can be made or an award revised.

c) Amendments can be made to such new electronic claims before the claim is decided or award revised, by notifying the Authority by telephone or in writing.

d) The claimant will provide such evidence as required to support their new claim; this can be photographic or scanned images.

e) In some instances, the Authority may require original documents to be provided to support a new claim.

f) New claims will be regarded as being made on the day it is received by Northumberland County Council.

g) Claims not recorded on the Authority's official computer system, maintained by the Authority for sending, receiving, processing or storing of electronic information, will be treated as not received.

h) The Authority will verify any information in connection with a new claim using third party systems provided for this by the DWP or Pension Service.

3. This notice may be amended or withdrawn at any time.

Signed by

Dr Helen Paterson
Chief Executive
Northumberland County Council

Date