

Direction of Mike Harden, Chief Executive of Knowsley Council, on electronic communications for Housing Benefit and Council Tax Support.

The Housing Benefit and Council Tax Benefit (Electronic Communications) (Miscellaneous Benefits) Order 2006, and from April 2013 Knowsley's local Council Tax Reduction Scheme.

Knowsley Council ("the Authority") in accordance with:

- Schedule 11 to the Housing Benefit Regulations 2006
- Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006
- Schedule 1 (Part 4), Knowsley local Council Tax Reduction Scheme (LCTRS)
- Schedule 7 to the Council Tax Reduction Schemes (Prescribed Requirements)(England) Regulations 2012.

Hereby makes the following directions:

1. An individual who, in accordance with the above Regulations makes a claim for Housing Benefit or Council Tax Reduction is authorised to do so by 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 for the purpose of the delivery of such a claim as referred to in paragraph 1, on the Authority's website, are respectively:
 - (a) The methods approved by the Authority for-
 - (i) Submitting a new claim
 - (ii) Authenticating the claim
 - (iii) Authenticating the identity of the person claiming
 - (iv) Electronic communication

(b) The form approved by the authority in which the claim is delivered

(i) New claims

- Via the Authority's approved electronic form at www.knowsley.gov.uk

Any person sending an electronic communication to the authority must clearly complete their 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 invalidly made.

Although new claims can be made electronically there may be a requirement to provide additional information and documentation in certain circumstances.

The person making an electronic claim should keep a copy of the electronic communication reference number generated when the claim is submitted. Failure to produce this evidence may be deemed to show that an electronic communication was not successfully made to the Council.

3. This direction maybe withdrawn or amended at any time by the issue of a further direction.



Mike Harden
Chief Executive
Knowsley Council

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