

## Direction of Chief Executive regarding Council Tax Reduction Claims

This page sets out the Council's legal obligation to publicly state our policy regarding collection of data in relation to Council Tax Reduction claims.

### Telephone Claims

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

- The Council Tax Reduction Scheme adopted by Fylde Council on 27<sup>th</sup> January 2014
- Part 4 of 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, can make a claim for Council Tax Reduction, by telephone communication.
2. For the purposes of the delivery of such a claim as referred to in paragraph 1, 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;
  - iv) electronic communication; will be

### New Claims

- By completion of a claim by a Benefit Processor whilst on the phone to a customer. Applications for Council Tax Reduction by phone may be made by telephone using (01253) 658558.

### Change of Circumstances

- By completion of a change of circumstances form by a Benefit Processor whilst on the phone to a customer.
- Where a Council Tax Reduction claim is made or a change is reported using the claimant's details, the claimant will be responsible for the validity and accuracy of any statement made.

### Authentication

The Authority will authenticate any claim presented by the claimant as it sees fit.

### Submitting a claim or notification

- It should be noted that although new Council Tax Reduction claims can be made over the telephone, there may be a requirement to provide additional documentation.
- The Authority may verify claims, certificates, notices, information or evidence by using third party systems and sources of information as well as by direct contact with a person using electronic communications or by some other means.
- The Authority may accept digital photographic and scanned images of notices, forms, evidence, and information provided by a person where it has been verified by an officer of the Authority or its agent. Where it has not been verified the Authority may request to see the original where its authenticity cannot be corroborated by other means.
- The Authority will not be held responsible for non receipt of any claim or change of circumstance notification. Customers are advised to keep records of any claim or change of circumstances submitted in case of query or appeal.
- Any claim, amendment or notification received that does not conform to any of the relevant standards will be invalid.

### Other

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

Signed by:

A handwritten signature in black ink, appearing to be 'Alan Oldfield', written over a horizontal line.

Alan Oldfield

Chief Executive

1<sup>st</sup> April 2014