Argyll and Bute Council

A Claim form for Council Tax Reduction
If you are in receipt of Universal Credit

Date of issue

Full Name:

Address:

Date moved to this address:

Tenancy start date of this address:

Council Tax Reference no:

Telephone no:

Email address:

Benefits Claim no:

(If previously claimed within Argyll and Bute)

Form Rev Jan 19

About you and all members of your household:

Please list the names of everyone, **including yourself**, who normally live in your home

Name	**Relationship to you**	**Date of Birth**	**National Insurance Number**
	YOURSELF		

If anyone gets Carer's Allowance for looking after you or your partner please give the details here:

If you are in receipt of Universal Credit you will need to provide full details of your award including all components and deductions. From your online Universal Credit account please print all pages of the statement for the current assessment period.

Non-Dependant's Income – (by non-dependant we mean any adult in your household over 16 that nobody gets child benefit for)
Please list the name of the Non-Dependant and their income details below.

Name	**Type of Income**	**Amount**	**How often is it paid**

We require you to provide proof of you non-dependant's income

Backdate Request

We usually award benefit from the Monday after the day we receive your claim. Sometimes we can pay benefit from an earlier date if you have a good reason for not claiming earlier. If you want us to consider paying your benefit from an earlier date, tell us when you want benefit from and why you did not claim earlier. We will not backdate your benefit unless you have a good reason for not claiming earlier, and that good reason exists for all of the period. You must provide evidence of the reason, for example, letters from your doctor or social worker.

Please note that we cannot backdate benefit for any period more than 6 months from the date of your request.

Date you want to Claim benefit from:	

For this earlier period, were your circumstances the same as on this form? No Yes

Please tell us why you have not claimed before:	
Please use this space to tell us anything else you think we should know about:	

Declaration

Even if someone else has filled in this form for you, both you, and your partner (if you have one) must sign this declaration if you can. Please read this declaration carefully before you sign and date it.

- **I declare** that the information I have given on this form is correct and complete and I have declared all of my income and savings.
- **I give** you permission to make any enquiries to check the information on this form with the information I have given to other sections within the Council, Benefit Authorities and the Home Office as allowed by law.
- **I must** let you know immediately of any changes in circumstances which may affect the claim.
- **I understand** that if I give any information that is not correct or complete or do not tell you about any changes that might affect my benefit, I may be prosecuted.
- The Council is under an obligation to manage public funds properly. Accordingly, I understand that information I provide will be used to ensure appropriate payment of Council Tax Reduction.
- The information may also be used to prevent and detect fraud, including checks on undeclared cohabiters. It is also possible that this information may be shared for the same purpose with other public bodies, other organisations which handle public funds or Experian, a credit reference agency.
- This Authority has adopted a Government procedure dictated by best practice which means that at sometime you may be contacted by a Council Officer who will confirm that the details on your application form remain unchanged. The Officer will formally identify him/herself and will fully explain the procedure to you. This process must be carried out in order for your benefit to remain in payment.

Your signature _____ **Date** _____

Partner's signature _____ **Date** _____

If this form has been filled in by someone other than the person claiming please tell us why you are filling in this form for the person claiming. If you have power of attorney or you are an agent of the person claiming, you must provide evidence of this.

I declare that, as far as possible, I have confirmed with the person claiming that the answers I have written on this on this form are correct.

Signature of person assisting to complete form _____

Housing Benefit and Council Tax Reduction privacy information

Information held about you

As part of the Housing Benefit (HB) and Council Tax Reduction (CTR) application process, Argyll and Bute Council will collect personal data about you and members of your family.

The information collated includes:

- Details about you such as your name and address, telephone number, email address, national insurance number, date of birth, household composition and income and savings details
- Other relevant information to process your claim such as landlord details

We will use this data to process your claim and may check some of the information with other sources, such as the electoral role or credit reference agencies to ensure this data is accurate.

Who will process your information?

The personal information you give to us through any of our forms relating to HB and CTR and any other personal information we hold about you in this context will be processed by Argyll and Bute Council staff. There may be times when staff employed by other organisations will process your claim for HB or CTR or any appeal you may make. If this is the case the Council will ensure that the terms of its contract with the other organisation include provision for data security under the terms of the General Data Protection Regulations (GDPR) and that the organisation complies with the law.

Do you have to provide your information?

We process housing benefit and council tax reduction claims as part of our statutory function as your local authority. Processing your personal information is necessary for the performance of this task by the council. If you do not provide us with the information we have requested for this purpose then we will not be able to award you these benefits/reductions.

Providing accurate information

It is important that we hold accurate up to date information about you in order to assess your needs and deliver the appropriate level of service and support. If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records and reassess your claim for HB and/or CTR as required.

How will we use the information we hold about you?

We will collect information about you (where applicable) to:

- Process your claim for HB and/or CTR
- To allow the Council to communicate and provide services appropriate to your needs, for Example free school meals, school clothing grants
- Where processing is necessary to comply with legal obligations for example, the prevention and detection of crime including fraud
- Protect public funds

What is the legal basis for us to process your information?

The legal basis for processing data is:

- Under the following legislation:
    - Social Security and Administration Act 1992
    - Housing Benefit Regulations 2006
    - Local Government Finance Act 1992
    - The Council Tax Reduction (Scotland) Regulations 2012

- The prevention/detection of crime, including false representation in accordance with the Fraud Act 2006.

There is also laws that give the Council powers via mandatory and permissive gateways to share information such as;

- Welfare Reform Act 2012 which allows local authorities to share data with social landlords
- Section 115 of the Crime and Disorder Act 1998 allowing anyone to pass information to certain authorities if it is necessary or expedient for the purposes of any provision of the act
- Section 17 of the Anti-Terrorism, Crime and Security Act 2001 allowing disclosures under the statutory provisions in Schedule 4 for the purposes connected with the criminal investigation and prosecution, where such disclosures are proportionate
- The National Audit Act 1983 imposing a legal obligation on public bodies to share relevant information with the National Audit Office.
- Part 2A of the Public Finance and Accountability (Scotland) Act 2000 which concerns the sharing of data for the National Fraud Initiative carried out by Audit Scotland.

Who will we share your information with?

To process your claim we share information under our legal obligations and with partner organisations, including:

- Other departments of the Council
    - Landlord data may be shared with the landlord registration service
    - Housing services where the Council is the landlord or the claimant is designated as homeless.
    - Customer Services and Education in respect of applications for other benefits such as Free School Meals and School Clothing Grants

- Other organisations or public bodies
    - The Department for Works and Pensions (DWP)
    - HM Revenues and Customs
    - The Police
    - Our contracted Sheriff Officers for the purpose of performing any of our statutory enforcement duties
    - To make any disclosures required by law such as disclosure to the Office of National Statistics
    - LoCTA, The National Anti-Fraud Network (NAFN) and other bodies responsible for detecting or preventing fraud or auditing or administering public funds
    - Civica and Capita under contract from processing claims and/or appeals.
    - Rent Registration Service to ensure rent levels are reasonable when processing claims.

We will not share your information with other organisations unless there is a legal basis to do so. However, there may be certain circumstances where we would share without your consent, such as where we are required to do so by law to safeguard public safety and in risk of harm or emergency situations. Otherwise outside of the conditions stated, we will not share your information as detailed unless you have provided your written consent to do so.

How long will we keep your information?

We will keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept after all action on your claim has finished and the period required by the Council for legal and audit purposes has passed which is normally 6 years after your claim has been cancelled. All information will be held securely and destroyed under confidential conditions.

Do we transfer your information outside the UK?

We do not transfer personal information outside the UK.

Your rights

When you provide information to the Council, you will have the following rights:

- to withdraw consent at any time, where the lawful basis specified above is consent
- to lodge a complaint with the Information Commissioner's Office – see below for details
- to request access to your personal data – please contact the Data Protection Officer if you wish to submit a request.
- to data portability, where the Legal basis specified above is i) consent or ii) performance of a contract
- to request rectification or erasure of your personal data, as far as the legislation permits – please contact the Data Protection Officer and provide details of what data you wish to be rectified or erased.

You can find out more about your rights in relation to data protection here: www.argyll-bute.gov.uk/data-protection or from the Data Protection Officer by telephone or in writing, as detailed above.

Complaints

If you have an issue with the way the council handles your information or wish to exercise any of the above rights in respect of your information you can contact the council's data protection officer by post at:

The Data Protection Officer
Argyll and Bute Council headquarters
Kilmory
Lochgilhead
PAS31 8RT

You can also email DPO@argyl-bute.gov.uk

Information Commissioner

You have the right to complain directly to the Information Commissioner's office (ICO).

The address of their head office is:
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5EF

Telephone: 0303 123 1113

Alternatively, you can report a concern via their website at www.ico.org.uk

The ICO also have a regional office at:
45 Melville Street
Edinburgh
EH3 7HI

Telephone: 0303 123 1115

You can also e-mail: scotland@ico.org.uk

While you can go directly to the ICO, the council would welcome an opportunity to address any issues you have in the first instance.