

Direction of Ribble Valley Borough Council, under the Housing Benefit and Council Tax Benefit (Electronic Communications) (Miscellaneous Benefits) Order 2006 (SI 2968/2006) and the Council Tax Support Scheme (Prescribed Requirements) (England) 2012

Ribble Valley Borough Council, (“the Authority”) in accordance with the Housing Benefit Regulations 2006, the Council Tax Benefit Regulations 2006, the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulation 2006, the Council Tax Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006 (‘the 2006 Regulations’) and the Council Tax Reduction Scheme (Prescribed Requirements) (England) Regulations 2012 (‘the 2012 Regulations’), hereby makes the following directions:

An individual who, in accordance with the 2006 Regulations cited above, reports a change in circumstances for Housing Benefit or Council Tax Benefit or in accordance with the 2012 regulations reports a change in circumstances for Council Tax Support, under the Social Security Contributions and Benefits Act 1992 or the Prescribed Requirement Regulations, is authorised to do so by an electronic communication, provided that the individual uses the method approved by the Authority in relation to that action.

The methods acceptable to the authority are as follows:

Change in Circumstances

- By completion of the authority’s approved electronic changes of circumstances form;
- By sending to the published email address for reporting such changes an email with all details required by the authority

In order to ensure the authenticity of the identity of the sender, the electronic communication must include the following:

- The claimant’s name and any two of the following:
- The address of the benefit claim
- The claimant’s date of birth
- The claimant’s National Insurance Number
- The claimant’s Benefit reference number

The Authority reserves the right to request further evidence in an individual case or class or cases if required. Any change in circumstances that’s does not conform with the above standard or for whatever reason not accepted by the Authority’s computer system, is not regarding as having been delivered.

Where a change in circumstances is reported, using the claimant’s details, the claimant will be responsible for the validity and accuracy of any statements made.

Signed by



Chief Executive
27 March 2026