

**Council Tax, Council
Tax Reduction and
Housing Benefit
(Council Tax Benefit)
Civil Penalties
Guidelines
(Failure to Notify or
Supply Information)**

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Part 1

Introduction

- 1.1 The Council, in carrying out its statutory functions, undertakes the administration of Council Tax, Council Tax Reduction and Housing Benefit.
- 1.2 The Council has a duty to protect the public purse and is therefore committed to a proactive approach in preventing and reducing the risks associated with fraud, error and other irregularities in these areas of administration.
- 1.3 In conjunction with this commitment, these guidelines outline when and how civil penalties will be levied against a customer in appropriate circumstances.
- 1.4 These penalties do not apply to case of proven fraud, which will be dealt with separately under the Local Taxation/Council Tax Support Sanction & Prosecution Policy.

Part 2

Council Tax penalties

2.1 The law allows the Council to impose a £70 penalty on a customer who, without reasonable excuse, fails to:

- a) notify the Council that an exemption on a dwelling should have ended
- b) notify the Council that a discount (including single person discounts and Local Council Tax Support discounts) should have ended
- c) notify the Council of a change of address or fails to notify the council of a change in the liable party
- d) provide information requested to identify liability

(‘reasonable excuse’ constitutes a ‘credible reason or justification’ and might include being in a situation of significant stress or suffering ill health; Ignorance of the Law is not a reasonable excuse for not complying with claim responsibilities. Therefore, simply saying ‘I didn’t know’ will not be considered as a reasonable excuse.)

2.2 The offence is committed if a customer fails to notify the Revenues and Benefits Service of a change affecting their Council Tax liability within 21 days of the change occurring.

2.3 Where a £70 penalty has been imposed and a further request to supply the same information is made, additional penalties of £280 may be imposed for each subsequent failure to provide the requested information, as long as

- the information is in their possession;
- the authority requests them to supply it in writing;
- it falls within a prescribed description of information.

2.4 Information can be requested from anyone who appears to be:

- a resident;
- an owner; or
- a managing agent

Council Tax Reduction penalties

2.5 The law allows the Council to impose a £70 penalty on a claimant who, without reasonable excuse;

a) negligently makes an incorrect statement or representation, or negligently gives incorrect information or evidence. In this situation, a penalty will only be applied if a claimant has failed to take reasonable steps to correct the error.

b) fails to promptly notify a relevant change in circumstances

(‘negligently’ constitutes ‘acting carelessly, not paying sufficient attention to the task in hand, or disregarding the importance of what is required to be done in relation to the claim or an award)

(‘reasonable excuse’ constitutes a ‘credible reason or justification’ and might include being in a situation of significant stress or suffering ill health; Ignorance of the Law is not a reasonable excuse for not complying with claim responsibilities. Therefore, simply saying ‘I didn’t know’ will not be considered as a reasonable excuse.)

2.6 The offence is committed if a customer fails to notify the Revenues and Benefits Service of a change affecting their Council Tax liability within 21 days of the change occurring

2.7 The penalties will be added to the Council Tax account and collected using standard procedures.

2.8 Where a penalty is applied, the claimant has a right of appeal against the decision (see Part 4).

Schedule 3 of the Local Government Finance Act 1992

Regulations 12 and 13 of the Council Tax Reduction Schemes (Detection of Fraud and Enforcement) (England) Regulations 2013

The Council Tax (Administration and Enforcement) Regulations 1992 (as amended)

Part 3

Appeals for Council Tax Penalties and Council Tax Reduction Penalties

3.1 If a customer is unhappy with the Council’s decision to impose a penalty they can appeal direct to the independent Valuation Tribunal at:

Valuation Tribunal Office London
2nd Floor

120 Leaman Street
London
E1 8EU

Telephone: 0300 123 2035
Facsimile: 020 7481 4891
Email: vtwhitechapel@vts.gsi.gov.uk

3.2 Any appeal must be made to the Valuation Tribunal within 28 days of the date of the Penalty Notice.

3.3 If a customer lodges an appeal, recovery of the penalty will be suspended until the appeal has been decided.

Part 4

Housing Benefit (Council Tax Benefit) penalties

4.1 The law allows the Council to add a £50 penalty to the amount of a recoverable overpayment of benefit of more than £65 to a claimant who, without reasonable excuse,

a) negligently makes an incorrect statement or representation, or negligently gives incorrect information or evidence. In this situation, a penalty will only be applied if a claimant has failed to take reasonable steps to correct the error.

b) fails to provide information or evidence required in connection with a claim for or award of benefit

c) fails to promptly notify a relevant change in circumstances

(‘negligently’ constitutes ‘acting carelessly, not paying sufficient attention to the task in hand, or disregarding the importance of what is required to be done in relation to the claim or an award)

(‘reasonable excuse’ constitutes a ‘credible reason or justification’ and might include being in a situation of significant stress or suffering ill health; Ignorance of the Law is not a reasonable excuse for not complying with claim responsibilities. Therefore, simply saying ‘I didn’t know’ will not be considered as a reasonable excuse.)

4.2 The offence is committed if a customer fails to notify the Revenues and Benefits Service of a change affecting their entitlement within one calendar month of the change occurring

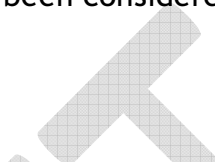
4.3 The penalty will be added to the related overpayment of benefit and, where an entitlement still exists, it will be recovered through deductions from ongoing benefit entitlement. If there is no entitlement to benefit it will be recovered using standard procedures.

4.4 Where a penalty is applied, the claimant has a right of appeal against the decision (see Part 4). This is in addition to the right of appeal against the decision that any overpayment is recoverable.

4.5 A penalty will not be applied where the claimant has, in respect of the overpayment, been charged with an offence, been cautioned or been subject to an administrative penalty as an alternative to prosecution under section 115A of the Social Security Administration Act 1992.

4.6 A penalty will only apply to overpayments wholly arising on or after 1 October 2012 and where underlying entitlement has been considered.

The Social Security (Civil Penalties) Regulations 2012



Part 5

Appeals for Housing Benefit (Council Tax Benefit) Penalties

5.4 If a customer is unhappy with the Council's decision to impose a penalty, they must contact the Revenues and Benefits service within one month of the date of the Penalty Notice to request that the decision be reconsidered.

5.5 If the penalty is upheld and the customer remains dissatisfied, they can ask the Revenues & Benefits service to refer the matter directly to the independent Tribunals Service.

5.6 Any request to refer the matter to the Tribunals Service must be made within one month of the reconsideration decision notice.

5.7 If a customer lodges an appeal, recovery of the penalty will be suspended until the appeal has been decided.

Part 6

Exceptions on a case by case basis

6.1 Allowance may be given in those cases where an individual's circumstances (such as health, age, etc.) have clearly affected their ability to provide accurate information.

6.2 Consideration will also be given to cases where the customer has obvious difficulty in understanding, speaking or reading English.

Part 7

Decision making

7.1 The authority to make decisions on the imposition of Council Tax penalties is delegated to:

- The Head of Revenues and Benefits;
- The Revenues Manager; and
- The Billing & Collection Manager

7.2 The authority to make decisions on the imposition of Council Tax Reduction penalties and Housing Benefit (Council Tax Benefit) penalties is delegated to:

- The Head of Revenues and Benefits; and
- The Benefits Manager

7.3 The authority to review decisions on the imposition of a penalty on the basis of a person's vulnerability, or before the matter proceeds to the Valuation Tribunal or the Tribunal Service, is delegated to the Strategic Director (Internal Services) (Dartford) and the Chief Finance Officer (Sevenoaks).