

Discretionary Housing Payment and Discretionary Council Tax Support Policy

From 1 April 2025

Approved by:



.....Rob Manning.....

Strategic Director of Resources

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Background

This policy has been amended as a result of the cost of living crisis creating unprecedented demand on all of the Council's discretionary assistance schemes. It has been drafted with the intent of providing assistance to as many residents as possible which, necessarily, means placing further limits on the amount of assistance any one household may receive under the provisions of this scheme.

It details the processes for applying for assistance under this scheme, the way in which awards will be calculated and the ways in which eligibility will be determined.

DHP & DCTS are two of the three largest discretionary schemes administered by the Revenues and Benefits Service. The other being the Local Welfare Assistance scheme which provides additional support to residents struggling to meet essential expenditure such as that linked to the costs of food and fuel.

Many people entitled to assistance will qualify for support under more than one scheme. To maximise the level of support offered, the Council is working to introduce a single application form for these schemes where it is appropriate and practical to do so.

Where a person would be entitled to assistance under more than one of the schemes listed above and the required level of assistance may be achieved via an award under only one scheme the Council shall determine the scheme under which assistance will be offered having regard to its own financial situation and the circumstances under which assistance is required.

Exercise of Discretion

Each case will be decided on its merits but will be subject to the limits faced by the authority in terms of expenditure and statutory restrictions as well as the Council's priorities and this policy.

In exceptional cases the Council will, if necessary, make decisions which fall outside the provisions of this policy.

The Council will, in all cases, endeavour to ensure that all members of the community are able to access assistance offered by this scheme regardless of race, gender, age, religion or belief, sexual orientation, marital or civil partnership status and/or disability.

It will ensure that the decision making process is fair and that no person is disadvantaged by virtue of their membership of one or more of the groups listed in the above paragraph.

Legislation

The following legislation is relevant to both the DHP and DCTS schemes

- The Universal Credit Regulations 2013
- The Local Government Finance Act 2012
- Welfare Reform Act 2012
- Child Poverty Act 2010
- Equality Act 2010

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- Housing Act 1996
- Armed Forces Covenant
- Social Security Act 1992
- Fraud Act 2006

Anti-fraud statement

All discretionary schemes are subject to significant financial constraints. The making of a false declaration with a view to obtaining or increasing an award may amount to a criminal offence under the Fraud Act 2006. Where the council suspects that an offence may have been committed, the matter will be investigated and appropriate action taken, including the initiation of criminal proceedings. No award of any type will be made if an applicant knowingly makes a false statement in order to obtain or increase an award under the provisions of these schemes.

Any award made, or partially made, as the result of an intentional misrepresentation will be cancelled and recovery of the monies paid will be sought irrespective of whether criminal proceedings are initiated.

If the Council believes that any issues may impact on a person's entitlement to Housing Benefit, Council Tax Support or any other benefit or allowance the Council may either widen the scope of its investigation and/or share the information with other bodies including;

- Other departments within the Council
- Other local authorities
- The DWP
- Her Majesty's Revenues and Customs (HMRC)
- The Police

Policy Objectives

The key objectives of the scheme are to:

- Mitigate risks to stability of housing of the most financially excluded residents.
 - Ease severe financial pressure on households facing exceptional hardship.
- Align with the homelessness strategy with the broad aims of preventing homelessness,
- developing alternative housing options, supporting vulnerable groups and promoting tenancy sustainment.
 - Assist those who are trying to help themselves.

The Council will, wherever possible, use the scheme to promote and encourage greater financial capability and resilience so as to prevent problems and reduce dependency on the council, the benefit system and other emergency forms of support and credit. This will, in appropriate cases, include referrals to the Council's People and Skills department with any award or further award being conditional upon agreement to the recipient agreeing to engage with them.

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Claims

A claim must be made for an award of DHP and should usually be made for DCTHS

Any claim must be made electronically via the authority's website;

<https://www.walthamforest.gov.uk/content/discretionary-housing-payments> The authority will complete a claim form on behalf of an applicant if;

- 1 the applicant is disabled and
- 2 is unable to leave the home as a result of that disability and
- 3 is unable to complete the claim as a result of that disability and
- 4 no family member, friend or other suitable person is available to assist the applicant

Information Required in Support of a Claim

When claiming a payment under this scheme a person must provide

- 1 All of the information requested in the claim form and
- 2 Any other information or evidence requested by the authority which it considers necessary in order to determine an award

If an application does not contain all the information required the authority shall give the applicant one calendar month to provide any missing or additional information which may be required.

No award will be made in the event that an applicant fails, without reasonable cause, to comply with the above requirements.

Financial Assessment

The authority will conduct a financial assessment when considering whether to make a discretionary award and will take into account;

- 1 The applicant's income and capital by
 - a Calculating the income and capital available to the applicant's household as a whole
 - b Adding to this any resources which the authority believes the applicant or any member of the applicant's household could reasonably obtain
- 2 Then deducting the following
 - a A reasonable amount for essential expenditure on basic necessities such as food, clothing and utilities
 - b Any capital attributable to payments made from government funds to alleviate the impact of disasters, miscarriages of justice and crises including, but not limited to, those made in consequence of the Grenfell Tower disaster and payments made under the Windrush Compensation Scheme which is unspent.
 - c Monies paid under the Local Welfare Assistance provisions which has not been spent.

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- d Unavoidable expenditure which the applicant is required to meet by law or by contract and which the applicant has taken reasonable measures to reduce or avoid.

No allowance shall be made for expenses which cannot reasonably be included when determining an award of public funds. This includes but is not limited to the examples listed below:

Type of Expenditure	Examples
Leisure	Holidays, eating out, socialising, cinema, theatre, concerts and sporting events
Home entertainment	Excessively expensive cable/ fibreoptic / mobile contracts. Home entertainment subscriptions such as Netflix, Apple TV and Amazon Gaming subscriptions Magazine subscriptions
Personal expenditure	Alcohol, tobacco or gambling unless a person is receiving treatment for an addiction. Expensive clothing, luxury household goods, private medical insurance Excessively expensive gym membership Special dietary foods and supplements unless they are taken under formal medical advice.
Other expenditure	Car hire purchase (unless a person is entitled to assistance under the Motability Scheme) Loans to family or friends

Unless they were reasonably incurred before the need for a payment of DHP arose and cannot be reasonably reduced or avoided.

Financial hardship

The authority's long-term aim is to help people become self-sufficient wherever possible. Discretionary funds are limited and cannot be relied upon as a permanent measure to mitigate financial hardship. Applicants are, invariably, experiencing financial hardship. As part of the decision-making process the authority may recommend that the applicant take remedial action such as:

Increasing income by	Evidence that may be required
Claiming any benefits to which there may be an entitlement	Decision letters from the DWP or HMRC
Increasing hours of work or seeking a pay rise	Letters from employers or prospective employers
Applying for better paid employment	

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Studying or training to increase chances of securing better paid employment	Letters from the training provider or establishment of study that courses have been attended or applied for together with an agreement that a person be referred to the Council's Employment and Skills service.
Reducing expenditure by;	Evidence that may be required
Reviewing the current tariffs paid for utilities, phone/broadband contracts etc and terminating or reducing expenditure on any contracts for the provision of unnecessary services	A statement detailing which tariffs have been considered, and if not taken the reasons why and evidence of any contracts which cannot be terminated or reduced.
Reviewing regular household expenditure with a view to achieving a reduction	Record of expenditure including evidence that any previous discretionary awards made by the Council were used for their intended purpose
Keeping a budget of income and expenditure	A budget plan
Attending a budget workshop or online training to understand how to maintain a balanced budget.	Copies of emails confirming that training has taken place.
Considering moving somewhere more affordable or negotiating a lower rent with their landlord	A record of the properties considered in order to move to more affordable accommodation.
Dealing with debts by	Evidence that may be required
Contacting creditors to negotiate affordable repayment plans	Letters confirming repayment plans
Taking advice from a debt management company authorised by the Financial Conduct Authority (FCA) via the national debt helpline	Correspondence from the Nation Debt Helpline or FCA
By changing lifestyle/spending habits to avoid incurring further debt	<p>A statement explaining changes to spending habits and evidenced by;</p> <p>Receipts and/or itemised bank statements</p> <p>Details of recent gas and electricity meter readings including evidence they have been submitted to a supplier where neither a smart meter nor a prepay meter is in use.</p> <p>Evidence that other measures have been taken to reduce consumption or switch to cheaper tariffs</p>

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In any case the authority must be satisfied that the applicant has taken reasonable steps to improve their financial situation. In the absence of such evidence the authority shall decide that any further award shall be made at a reduced rate or that no award shall be made at all.

Impact of the Cost of Living Crisis.

The last year has seen significant price rises, particularly with regard to foodstuffs and energy. The Council recognises that these issues will have a significant impact on the ability of many people to meet their housing costs.

It also recognises that the funding available to provide assistance is limited both in statutory terms and, more importantly, by the Council's own resources. It is all-but-inevitable that demand will significantly outstrip supply and the Council is determined that assistance will reach as many people as possible. To ensure this is the case:

- 1 Long-term awards and awards covering the entirety of a shortfall will be strictly limited to
 - a cases where there is no realistic prospect of the applicant improving their financial situation and
 - a It would be unreasonable to expect the applicant to move or
 - b The failure to make an award would lead to the Council incurring expenditure which is likely to significantly exceed the level of the DHP award.

- 2 In all other cases, repeat awards will only be made where the Council is satisfied that the applicant has made all reasonable efforts to improve their financial and/or housing situation. Any such award will be limited to fifty percent of the award immediately preceding it.

Provisions Specific to DHP

A DHP is a payment made from a cash-limited discretionary fund to help applicants who require 'further financial assistance' towards housing costs. To be eligible a person must be in receipt of either;

- Housing Benefit (HB) or
- Universal Credit (UC) including a housing costs element.

Meaning of Further Financial Assistance

The phrase 'further financial assistance' is not defined in law and is left for the authority to determine. For the purpose of this policy it means a need for a payment where;

- 1 There is an ongoing shortfall between a person's housing costs and the level of housing assistance awarded which the person cannot afford to meet.
- 2 There is a historic shortfall between a person's housing costs and the level of housing assistance awarded which the person has been unable to meet.
- 3 There is a shortfall between the available funding and the costs associated with moving into a new property where either;

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- a The person has been required to move through circumstances beyond their control or
- b The person is moving to alternative, more affordable accommodation.

Purpose of the scheme

The primary purpose of this scheme is to prevent homelessness by;

- 1 helping Waltham Forest residents who cannot afford to meet their housing costs by reducing the impact of certain changes to the housing benefit and universal credit regulations on those who have been affected by
 - a the overall benefit cap
 - b the limitation on the number of bedrooms occupied by tenants housed in both the social and private sectors
 - c the introduction of the 2-child limit on household size when calculating entitlement to housing benefit and U.C.
- 2 Assisting people with the costs of moving to more affordable accommodation or, where such a move is not viable, assisting them in retaining their current accommodation.
- 3 Providing short term assistance to people who are unable to meet their housing costs as a result of financial hardship or exceptional circumstances such as having been exposed to or contracting a notifiable disease.

Essential criteria for a DHP

Before making a payment the authority must be satisfied that there is;

A valid claim for DHP and

The applicant is in receipt of Housing Benefit (HB) or Universal Credit (Housing Costs element) (UC/HC) and

There is a shortfall between the HB/UC award and housing costs

Housing Costs

In general, 'housing costs' usually refers to rental liability, although the term can be interpreted more widely to include:

rent in advance

deposits; and other lump sum costs associated with a housing need such as removal costs.

Agency fees which are not prohibited under the provisions of the Tenant Fees Act 2019 if the Council is satisfied that:

they were genuinely incurred and

a failure to meet them would lead to the applicant or a member of the applicant's family either suffering financial hardship or becoming homeless

In the event that the service becomes aware of such a charge being levied which it believes may be unlawful it will advise the authority's Housing Advice Team who will decide what, if any, further information is required

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Expenditure

The Council will budget to spend, as a minimum, the monies provided by the DWP for these purposes. It will seek to limit expenditure in excess of this amount because of the detrimental impact on Council's financial resources.

Claims for DHP

A claim may be made up to 13 weeks in advance of an anticipated need for DHP arising and should be made by the person who is, or will be claiming, claiming HB or UC. An application may be accepted from a person acting upon that person's behalf if the council is satisfied it is reasonable to do so.

What a DHP can cover

- 1 On-going shortfall between rental liability and housing assistance received including but not limited to
 - a reductions in HB or UC where the benefit cap has been applied
 - b reductions in HB or UC due to the maximum rent (social sector) size criteria; reductions in HB or UC as a result of LHA restrictions;
 - c rent officer restrictions such as local reference rent or shared accommodation rate
 - d non-dependant deductions in HB, or housing cost contributions in UC;
 - e rent shortfalls to prevent a household becoming homeless
 - f income taper reduction; and
 - g any other legislative change that limits the amount of HB/UC housing costs payable, for example the removal of the family premium.
- 2 A rent deposit or rent in advance for a property in or outside the borough if the applicant is already entitled to HB or UC at their present home. When awarding a DHP for a rent deposit or rent in advance, the authority must be satisfied that:
 - a the property is affordable for the tenant,
 - b the tenant has a valid reason to move,
 - c the deposit or rent in advance is reasonable and
 - d neither the tenant nor the tenant's partner has received assistance for these purposes from the Council in the preceding five years unless it is reasonable that a further award be made.
- 3 The authority will also consider whether the applicant;
 - a is due to have a deposit or rent in advance in respect of their existing tenancy returned to them, and whether that deposit can be secured against the new tenancy in time or,
 - b has received assistance towards a rent deposit, for example, a rent deposit guarantee scheme or similar.
- 4 Before agreeing to make such an award the authority may require that;

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- a The applicant sign a declaration agreeing to move in, and in the event this obligation will not be fulfilled, notify the authority immediately. Failure to do so may result in overpaid DHP which will be recovered from the applicant.
- b The landlord protects any deposit paid in a Government approved tenancy deposit protection scheme. Further information can be found at: <https://www.gov.uk/tenancy-deposit-protection/overview>
- c If it requests so at the time the award is made, the authority is granted title to any refunded deposit on termination of the tenancy.

DHPs on multiple homes

The authority may consider a DHP in respect of two homes if;

- 1 The applicant is fleeing domestic violence
- 2 An applicant is temporarily absent from their main home and it considers there is good reason for that absence e.g to stay near a child receiving treatment in hospital or
- 3 The applicant has an unavoidable rental liability on more than one property and either;
 - a the applicant cannot, reasonably, be expected to find a single property of sufficient size to house his or her family or
 - b
 - i All liabilities, excluding the earliest one, were entered into reasonably and.
 - ii The applicant is taking reasonable steps to end the additional liabilities

Backdating

An award of DHP may be backdated subject to the following restrictions;

- 1 An award cannot be made:
 - a for a date earlier than 2 July 2001
 - b in respect of a period when neither HB nor a relevant award of UC was in payment.
 - c if there is no shortfall between the HB/UC amount and contractual rent for the period of backdating.
- 2 An award shall be backdated if it is reasonable to do so and
 - a The applicant is facing action for rent arrears which may lead to eviction
 - b The existence of rent arrears are preventing the applicant from taking some form of action to reduce his rental liability such as bidding for more affordable accommodation
 - c There has been a change in the applicant's circumstances which prevents him from being able to maintain an existing arrangement to clear rent arrears or
 - d There are some other circumstances in existence which warrant a retrospective award being made or

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When making a decision about backdating, regard shall be given to the Court of Appeal's decision in R v. LB Lambeth, ex parte Gargett which sets out that any HB already paid towards 'housing costs' must be deducted when calculating the amount of a DHP to avoid duplicate provision.

Circumstances where a DHP may be refused

A DHP may be refused in the following circumstances;

- 1 The amount an applicant has been paying towards their housing costs has ceased or reduced substantially without good reason,
- 2 The applicant has entered into an unaffordable tenancy recklessly
- 3 The applicant has received a recoverable overpayment of DHP in the past and has failed to take reasonable measures to repay it. For the avoidance of doubt, reasonable measures may include making no repayment if it is unaffordable.
- 4 The applicant has failed to comply with a DHP information/evidence request within the permitted timescale.
- 5 An award would be so high that the authority believes it would unreasonably impact on its ability to make awards to other applicants unless a lower amount can be awarded which will make the tenancy sustainable for the applicant.
- 6 The applicant has failed, without good cause, to comply with a recommendation attached to a previous award with regard to improving their financial situation or finding cheaper accommodation.
- 7 The applicant has rent arrears which the authority is satisfied were accrued with an intention to obtain social housing or an award under this scheme.

Circumstances where a DHP cannot be considered

A DHP will not be awarded in respect of the following:

- 1 Service charges ineligible for HB under the provisions of Schedule 1 to either set of Housing Benefit Regulations or are not included in paragraph 7 of Schedule 1 to the Universal Credit Regulations
- 2 where an applicant's rent is increased on account of outstanding arrears owed by the applicant in respect of their current or former property
- 3 Sanctions and reductions in benefit including any:
 - a reduction in Income Support (IS) or income-based Jobseeker's Allowance (JSA(IB)) due to a Reduced Benefit Direction (RBD) for failure to comply with the Child Support Agency in arranging maintenance.
 - b reduction in benefit as a result of non-attendance at a work-focused interview. This applies both where the person's HB is reduced and when any other benefit that the person is receiving (such as IS) is subject to a sanction
 - c reduction or loss of benefit due to a JSA employment sanction

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- d reduction in benefit due to a JSA sanction for 16/17 year olds – for young people who receive JSA under a Severe Hardship Direction
- 4 Restriction in benefit due to a breach of a community service order, or reduction in UC due to a sanction as specified under regulations 100 to 114 of the UC Regulations 2013
- 5 Shortfalls caused by HB or UC overpayment recovery:
- 6 Benefit suspensions: Where HB or UC is suspended either because there is a general doubt about entitlement or because an applicant has failed to supply information pertinent to their claim

Calculation of DHP Awards

The maximum level of a DHP award

If the purpose of the DHP is to meet an on-going rental liability, the level of DHP shall not exceed;

- 1 the weekly HB eligible rent, or
- 2 the monthly amount calculated in accordance with Schedule 4 of the UC regulations (i.e. the value stated for housing costs on a UC award notice).

Any HB or UC already paid towards 'housing costs' shall be deducted when calculating the amount of a DHP to avoid duplicate provision.

The basic DHP award

The basic DHP award is the maximum level of DHP less:

- 1 In the case of a person in receipt of housing benefit, the amount of that award or,
- 2 In the case of a person in receipt of Universal Credit, the result of the calculation $(H/M) \times U$ where:

H = the housing element of the maximum Universal Credit amount.

M = the maximum amount of Universal Credit and,

U = the amount of entitlement to Universal Credit

Adjustment to Basic DHP Award

After carrying out a financial assessment, 50% of any amount by which income exceeds expenditure shall be deducted from the basic DHP award.

The basic DHP award may be further increased depending on the personal circumstances of the applicant.

In cases where an applicant is subject to the social size criteria DHP will only be considered for assistance with a shortfall of more than 1 bedroom for a maximum period of 52 weeks, unless the applicant is experiencing financial hardship.

Persons exempt from the financial assessment

The following categories of people will be exempt from the financial assessment

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Category of Person		Period of Exemption
If an applicant or a member of the applicant's family is terminally ill and expected to die within 6 months		Continuous and then 12 months from the date of death or care/treatment ends.
If an applicant or a member of his family is undergoing treatment or palliative care for cancer or other serious illness.		
If an applicant and or his partner have started full-time work (minimum 36 hours a week)		6 months from commencement date
If an immediate household member of the applicant has died		12 months from date of death
If the applicant has been rehoused out of the borough by the authority in temporary accommodation.		6 months from date of move
If the applicant has been rehoused by the local authority in temporary accommodation.		12 months from the date of move
If an applicant or partner has given birth.		12 months from date of birth
If an applicant is;		Continuous for so long as the applicant fulfils the criteria applicable to this subsection.
a	housed in a hostel or similar accommodation and is being assisted in obtaining work by the landlord or a person providing services of that nature on the landlord's behalf and,	
b	in receipt of Universal Credit and, if it were not for the fact that the person is seeking employment would, or would in the view of the authority, be entitled to an increased award of Universal Credit on the grounds that they are incapable of work	
If an applicant is seeking to renew a claim for DHP and the previous award was accompanied by requirement that the person take specific action to improve their financial situation and the authority is satisfied that the person has used their best endeavours to comply with that requirement.		

Length of award

The maximum period of an award shall be as follows a maximum of 52 weeks:

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Recommendations to improve financial situation

In addition to any recommendations arising from a finding that an applicant is suffering from financial hardship the Council may make recommendations with regard to an award of DHP in the following circumstances:

Persons subject to the social size criteria

- 1 The applicant contacts the landlord with a view to moving to smaller accommodation or
- 2 By registering with a council exchange or a similar web-based organisation which helps people swap homes.

Persons subject to the benefit cap

- 1 In the case of a lone parent they start or increase their hours to a minimum of 16 a week or earnings of £520 a calendar month
- 2 In the case of a couple with children, working hours increase to a total of at least 24 a week with one member working at least 16 of those hours.
- 3 Those without children start or increase work to a minimum of 30 hours a week or demonstrate that they have been looking for work by providing the responses from employers as evidence of rejection, or
- 4 they have taken concrete steps to improve their employment prospects by undertaking training or enrolling in relevant courses.

Decisions and Awards of DHP

Payments

Payments to meet a weekly or monthly rental liability will be made at the same frequency as any HB payment and will otherwise be paid in the same way that HB, if it were awarded, would be paid.

Payments will be made to:

- 1 In respect of an on going award the person who receives the HB or UC payment or
- 2 In respect of rent arrears payments, to the landlord or
- 3 In respect of payments made to help an applicant move into a new home, the person entitled to receive that payment

When making a DHP to assist the applicant with securing a new tenancy, the authority will pay the following persons

Rent in advance	to the landlord
Removal costs	to the removal company
Agency fees	to the agency
Rent deposit	to the landlord

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The authority may consider making payment to the applicant in exceptional cases.

Notification of the decision

The authority will notify the applicant or appointee and the persons to whom payment is to be made as soon as possible after the decision is made. The notification to the applicant will contain the following;

- 1 If an award is not made, the reason for the refusal and details of any action the applicant may be advised to take to increase their chances of a future claim being successful
- 2 If an award is made
 - The amount
 - a The start and end dates
 - b The manner in which payment will be made
 - c A brief explanation of the way in which the award has been calculated
 - d Details of any recommendations made associated with the making of the award
 - e Duty to notify any changes in circumstances
 - f If payment is made other than to the applicant, it will include:
 - The name and address of the person in respect of whom payment is being made
 - The address of the property in respect of which payment is being made
 - The amount and date of payment
 - The reason for payment

All notifications will contain details of how the decision may be challenged

Reviews

The authority may review an award at any time and will review an award of DHP if the award of Housing Benefit or, as the case may be, Universal Credit increases and the basic award of DHP decreases as a result. The review will reduce the award of DHP by an amount equal to the increase in the award of Housing Benefit or Universal Credit.

An applicant may require that the authority review any decision within 1 calendar month of the date of the decision, a request for a review must be submitted in writing to the authority, state the grounds on which the decision is being challenged and include any evidence to support that challenge.

On receipt of an application for a review, an officer, other than the original decision maker shall, within 1 month, consider the decision afresh in light of the representations and any new evidence available to it and advise the applicant whether or not the decision has been changed and; the reasons for that decision.

In the event that a person remains dissatisfied with a decision a challenge can only be raised by way of Judicial Review.

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Duty to Notify Changes in Circumstances

A person who is in receipt of DHP or has made a claim for DHP that has not yet been decided must notify the authority of any changes which may affect an award of DHP. There is a separate and statutory duty to notify the authority or the DWP of any changes which may affect HB or UC.

This notification must be provided as soon as is practicable and in any case within 1 calendar month of the change.

Date changes are applied from

A change in circumstances which would give rise to a change in the amount of DHP shall have effect from the date the change occurred;

Overpayments

If, as a result of a review the authority decides that DHP has been overpaid the resulting overpayment will be recoverable if it arose due to

- 1 A failure to disclose or misrepresentation of a material fact or
- 2 An error made was by the authority when the claim was decided

Any such decision made will carry a right of review

The authority may recover any overpayment of DHP from future payments of Housing Benefit if;

- 1 There has been an increase in entitlement to Housing Benefit which has a retrospective effect.
- 2 DHP has been reduced retrospectively as a result of that increase and
- 3 The recipient's Housing Benefit is not being reduced to recover an existing overpayment of Housing Benefit.

Recovery of DHP overpayments from entitlement to Housing Benefit will be limited to

- 1 When recovery is made through weekly deductions from Housing Benefit, the amount of weekly deductions which may be made, under the statutory provisions, with regard to the recovery of non-fraudulent overpayments of Housing Benefit.
- 2 When recovery is made from a payment of arrears of Housing Benefit, the amount of that arrears payment.

DHP Legislation

The DHP scheme is set out in the Discretionary Financial Assistance Regulations 2001 (DFA) regulations (S.I.2001/1167) as amended by the Council Tax Benefit Abolition (Consequential Provisions) Regulations 2013 (S.I. 2013/458), which came into force on 1 April 2013; and the Universal Credit (Consequential, Supplementary, Incidental and Miscellaneous Provisions) Regulations 2013 (S.I. 2013/630), which came into force on 29 April 2013.

The authority can use its own funds to top up the Government contribution by an additional 150%. Once this overall cash limit is met, no additional DHPs can be awarded in that tax year. If the authority goes over this limit it is breaking the law. The legislation which specifies the overall limit on expenditure is Article 7 of the Discretionary Housing Payment (Grants) Order 2001 (S.I. 2001/2340).

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Any unspent DHP funding from the Government contribution is returned to the Department at the end of the financial year

Provisions Specific to DCTHS

The purpose of DCTHS is to relieve people in particular need of the requirement to meet all, or part of, their liability to pay the Council Tax.

Council Tax is a priority debt; taxpayers are therefore obliged to treat their liability as taking precedence over expenditure such as

- credit card debts
- hire purchase agreements (HP)
- unsecured bank and payday loans (loans that are not secured against property) water bills
- Sky/Broadband subscriptions
- car insurance
- loans from friends and family

Therefore, when deciding eligibility for an award of DCTHS, the test will be more stringent than for DHP.

Eligibility for DCTHS

An applicant will only be entitled to an award under this scheme if

- 1 The applicant has an outstanding amount of council tax liability
- 2 The council is satisfied that the applicant is suffering from severe financial hardship
- 3 The applicant has exhausted all other options with regard to improving his or her current financial circumstances.
- 4 The authority has sufficient funds available and making an award would not unreasonably impact on its ability to make awards to other applicants and.
- 5 The application does not relate to an empty property normally let by the claimant or a member of the claimant's family on a commercial basis.

For the avoidance of doubt, no person will be refused an award on the basis that they are not entitled to access public funds.

Expenditure

The expenditure for the scheme is limited to £750,000

Applications

In most cases, the person who applies for a DCTHS is the person liable for Council Tax. However, an application may be accepted from another person appointed to act on behalf of the applicant at the authority's discretion.

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Unlike DHP there is no statutory requirement that a claim be made for an award. The authority will consider making an award in the absence of a claim if;

- 1 There are arrears of Council Tax and the council has obtained a liability order in respect of those arrears, and
- 2 The council is satisfied that, on the basis of information either already in its possession or provided to it by another agency, the person against whom any liability order has been obtained would receive an award were an application made, and
- 3 Those arrears have not been accrued as a result of reckless spending and
- 4 It is appropriate to make such an award having regard to the principals of this policy.

The maximum level of a DCTHS award

The maximum level of a DCTHS is the amount of Council Tax debt outstanding excluding costs of recovery such as summons costs and bailiff fees although these may be considered for waiver in exceptional circumstances.

Assessments of Award

Assistance may be claimed for historic liability, the liability for the current year or both

Backdated awards

In respect of an award for a past period the authority will satisfy itself:

- 1 As to the amount the applicant could afford to pay towards the debt over the period of the award.
- 2 That the applicant was not able to pay part or all of the amount of Council Tax outstanding at the time it fell due and
- 3 That this inability was not due to financial mismanagement on the part of the applicant

On-going awards

In respect of an award for a current period the authority will satisfy itself as to;

- 1 the amount that the applicant can afford to pay towards the liability on a weekly basis and,
- 2 the inability of the applicant to meet the liability was not caused by financial mismanagement and or reckless spending.

In cases where an applicant is jointly and severally liable with one or more persons who are not his partner, the council may, in lieu of the making of an award under this scheme, provide the applicant with an undertaking not to pursue the applicant for part or all of the Council Tax liability.

Provisions Regarding Care Leavers

A person is considered to be a care leaver for the purpose of this scheme if he or she;

- 1 is aged under 25
- 2 was looked after by or on behalf of a local authority for at least 13 weeks since being aged 14 and
- 3 was looked after by the council on the date that they ceased to be of compulsory school age.

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A care leaver will be entitled to such reduction under this scheme as is necessary to reduce the amount of Council Tax to which they are liable to nil.

Determination of Awards

A person will only be considered to be suffering from financial hardship and consequently entitled to a reduction under this scheme if;

- 1 after taking all reasonable measures, they are unable to meet their essential needs relating to heating, food and hygiene having regard to their age, health and family make up together with any expenditure which the person is required to meet by law and which he has taken reasonable steps to avoid or reduce and,
- 2 the Council is satisfied that the financial hardship has not been caused by the Applicant's reckless or extravagant expenditure.

Payments

Every award will be made by reducing the applicant's liability for council tax by way of a credit to the Council Tax account.

Notification of Decisions

A decision will be made within 1 month or as soon afterwards as is practicable of the council receiving a properly completed application and the satisfaction of any requests for information or evidence made as a result of that claim. The notification of this decision shall contain;

- The amount of any award
- The period of any award
- If no award is made a brief explanation of the reason for the decision
- Details of how to challenge the decision
- If an award is made, the duty to notify any changes in circumstances,
- Any recommendations made to improve current finances

Changes in circumstances

The authority will review the award when it becomes aware of a change in circumstances. This may lead to the award being increased, decreased or left unaltered.

Overpayments

The authority may review an award at any time, and as a result of that review may decide that DCTHS has been overpaid. An overpayment will be recoverable if the authority is satisfied;

- 1 That the award was made, at least in part, as the result of a misrepresentation whether intentional or otherwise or.
- 2 An error was made by the council when the award was made and, as a result of that error, the award was higher than it otherwise would have been.
- 3 Any overpayment is recoverable if it arose as a result of;
 - a a change in circumstances.

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b a change in the amount of Council Tax for which an applicant is liable.

Any recoverable DCTHS overpayment will be debited from the council tax account.

In any case where:

- 1 An award has been made under the provisions of this scheme and a reduction in liability is allowed in respect of the year in which the reduction under this scheme was awarded and,
- 2 the effect of the application of that reduction is to reduce the amount remaining payable in respect of that year to an amount that is less than zero

The award made under the provisions of this scheme in respect of that year shall be reduced to the lesser of;

- 1 zero or,
- 2 the amount necessary to reduce the amount remaining payable to zero

Disputes

An applicant may require that the authority review any decision by writing to the authority and stating the grounds on which it is believed that the decision is wrong.

On receipt of an application for a review, the authority shall, within 2 months, consider the decision afresh in light of the representations and any new evidence available to it and advise the applicant;

- 1 whether or not the decision has been changed and;
- 2 the reasons for that decision.

Appeals

If after a review the person is still aggrieved, or the authority has failed to reply within 2 months, the person may lodge an appeal directly to;

Valuation Tribunal Service

Hepworth House, 2 Trafford Court

Doncaster, DN1 1PN

Telephone: 0300 123 1033 <http://www.valuationtribunal.gov.uk/Home.aspx> Any appeal must be lodged within 2 months of the date of decision made by the authority or if the authority has failed to provide a response, within four months of the date on which the request for review was served.

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