

## Appendix A

### Slough's Discretionary Housing Payments Policy 2016-17

#### 1. Introduction

- 1.1 Discretionary Housing Payments (DHPs), are awarded by the Council to provide further financial assistance (outside of the Housing Benefit and Universal Credit regulations) to help customers meet their housing costs.
- 1.2 The regulations covering DHP's are the Discretionary Financial Assistance Regulations 2001, and amendments included in the Council Tax Benefit abolition (consequential amendments) regulations 2013 and the Universal Credit consequential amendments regulations 2013.
- 1.3 In addition the Secretary of State has also released a Guidance Manual and a Good Practice Manual originally in April 2014 and has made regular updates the most recent being in February 2016.
- 1.4 Local Authorities have broad discretion and this policy covers that discretion, however in conjunction decisions have to be made in line with "ordinary principals of good decision making" e.g. administrative law. All Local Authorities have to act fairly, reasonably and consistently, in addition each case must be decided on its own merits and the decision making should be consistent throughout the year.
- 1.5 SBC has taken into consideration the above when developing the DHP policy.
- 1.6 DHPs can play an important role in sustaining tenancies, preventing homelessness and, where needed, enabling customers to move to more affordable accommodation.
- 1.7 DHPs may cover all or part of a shortfall in a customer's eligible rent if they are on Housing Benefit or provide the damage deposit or other assistance a tenant may need in order to secure a tenancy. DHPs may be awarded as a one-off payment and/or as a series of payments.
- 1.8 If the Customer is in receipt of Universal Credit the DHP may cover the whole housing costs element as determined by the Universal Credit calculation, as long as they are not an owner occupier.
- 1.9 To qualify for a DHP, the customer must have a rent liability, require further financial assistance with their housing costs and have been receiving Housing Benefit or Universal Credit throughout the period for which they are claiming assistance.

## **2. Amount of funding available**

- 2.1 The Department for Work and Pensions (DWP) makes grants available to local authorities for DHP purposes. In 2015/16, the total DHP grant budget (shared between all local authorities in England, Scotland and Wales) is £150 million
- 2.2 The £150 million consists of funding for four separate areas of support; Core funding, Local Housing Allowance (LHA), Removal of the Spare Room Subsidy (RSRS) and Benefit Cap.
- 2.3 The distribution of the DHP funding is based on the effect of each element on individual LAs.
- 2.4 Slough's share of this £125 million grant is **£580,935**
- 2.5 The Council needs to consider how to allocate this limited DHP resource in a way that is not only fair but also supports those that are in most need of assistance.

## **3 Slough's DHP scheme**

- 3.1 Welfare reform is aimed at encouraging people to move into work, increase their hours and/or move to more affordable accommodation.
- 3.2 Although it is hoped that many people will be able to address and resolve their difficulties without the need for a DHP, the Council recognises that DHPs have an important role to play in providing customers with short term assistance to ease transitions and allow households time to find a way to resolve their difficulties.
- 3.3 The overriding principles of Slough's DHP scheme are as follows:
  - All customers will be treated fairly;
  - All DHP applications will be assessed on their individual merits (which includes, where relevant, considerations of equality);
  - All of the options available to the customer (including, for example, reducing household expenditure, maximising income, securing employment and/or moving to alternative, less expensive accommodation) will be taken into account when the Council assesses the merits of each application; and
  - In order to be awarded a DHP, customers must be able to show that their circumstances are exceptional.

### **3.4 Examples of the shortfalls that DHPs may cover**

- 3.5 The Council is not required to spend its overall grant allocation in any particular way, it is a matter for its discretion.
- 3.6 The types of shortfall that a DHP may cover include the following:

- Reductions in Housing Benefit or Universal Credit, resulting from the application of the Benefit Cap;
- Reductions in Housing Benefit or Universal Credit, resulting from the under-occupation of social rented housing;
- Reductions in Housing Benefit or Universal Credit, resulting from Local Housing Allowance restrictions, including the Shared Accommodation Rate; or Local Reference Rent
- Reductions in Housing Benefit or Universal Credit, resulting from non-dependant deductions and the use of income tapers;
- Rent Shortfalls to prevent a household becoming homeless whilst alternative options are explored up to a maximum of three months.
- Income taper reductions

### **3.7 What DHP cannot cover**

3.8 For the purposes of a DHP, the following elements of a customer's rent cannot be included in their claim for housing costs because the regulations exclude them:

- Ineligible service charges
- Increases in rent that are due to outstanding rent arrears; and
- Sanctions and reductions in Benefit
- Benefit Suspensions
- Where there is no rent liability or they are not receiving Housing Benefit or Universal Credit for rents costs i.e. if they are only receiving Council Tax Support
- Shortfalls caused by recovery of overpaid Housing benefit or Universal Credit

### **3.9 Objectives of this DHP policy**

3.10 The Council will consider making a DHP award to applicants who meet the qualifying criteria. Assessing all applications on their individual merits, it will consider the extent to which the financial assistance requested will meet the Council's objectives of:

- Encouraging and sustaining people in employment;
- Sustaining tenancies and preventing homelessness;
- Safeguarding Slough residents in their own homes;

- Helping people who are trying to help themselves;
- Keeping families together;
- Supporting victims of domestic violence to move to a place of safety
- Supporting the vulnerable and elderly in the local community;
- Helping customers through personal and difficult events;
- Supporting young people in the transition to adult life; and
- Promoting good educational outcomes for children and young people.
- Avoidance of unlawful discrimination

### **3.11 Support for households affected by welfare reform**

- 3.12 DHPs are not generally intended to be used as a long term solution to the customer's financial difficulties. Instead, they should be used to provide short term assistance to ease transitions and allow households time to find a way of resolving their difficulties.
- 3.13 The exceptions being cases which will be determined under caselaw already in place at the time of this policy or caselaw that comes into being during the life of this policy.
- 3.14 All applications will be assessed on their individual merits. However, when considering applications, the Council will take into account not just the cash limitations of what remains in the DHP budget but also the extent to which a DHP can help the customer to overcome temporary difficulties and, if possible, enable them to secure paid employment and/or move to alternative accommodation that they can afford.
- 3.15 The expectation is that DHPs will be awarded in unusual or exceptional circumstances (unless already determined by caselaw) where additional help with the current rent will have a significant effect in alleviating hardship, reducing the risk of homelessness or alleviating difficulties that may be experienced in the transition from long term benefit dependence into work.
- 3.16 At the discretion of the Council, conditions may be attached to a DHP award.

### **3.17 Households affected by the Benefit Cap**

- 3.18 The purpose of the DHP funding is to provide short-term, temporary relief except where the applicant is disabled and affected by recent caselaw to mitigate the most severe effects of the Benefit Cap until a more sustainable solution is found.
- 3.19 Examples of the groups that are likely to be particularly affected by the Benefit Cap include (but are not limited to) the following:

- Families living in private rented accommodation
- Families living in temporary accommodation;
- Individuals or families fleeing domestic violence;
- Those with kinship responsibilities;
- Individuals or families who cannot move immediately for reasons of health, education or child protection; and
- Households that are moving to or are having difficulty moving to more appropriate accommodation.
- Families who are affected by the Benefit cap and have a disabled member of the family
- Customers entitled to a Carers allowance or to Universal Credit including the carers element.

3.20 The intention of the DWP is that the majority of these customers affected by the benefits cap will move into work and therefore become exempt from the cap. Some may choose to move whilst others may consider other means by which they might be able to meet any shortfall such as trying to negotiate a reduction in their rent or meeting the shortfall from other sources.

3.21 Given the limitations of the DHP budget, it is necessary that priority is given to customers in order to assist them achieve the above aims.

3.22 The Council is unable to provide a prioritised list as it will treat each claim on its own merits and take into consideration the individual circumstances of the customer – the following are the areas where the Council will consider a priority, but other cases depending on the circumstances will not be excluded.

- Households that need to move to alternative, lower cost accommodation but are unable to do so immediately (for reasons of health, education or child protection) and the provision of short-term financial assistance will contribute to the achievement of one or more of the Council's DHP policy objectives
- Households that need to move to alternative, lower cost accommodation but are working proactively to resolve their situation and the short-term award of a DHP will, prevent the household from becoming homeless or delay homelessness for long enough to enable them to complete a planned move to more affordable accommodation;
- Households are, working proactively with Jobcentre Plus and advice / support providers to secure paid employment, claim Working Tax Credit and become exempt from the Benefit Cap.
- Homeless households that are residing in temporary accommodation (provided by, or on behalf of, Slough Council) and have been assessed, by the Council, as being particularly vulnerable, and needing to remain in the area or they are awaiting an offer of alternative temporary accommodation, procured at a lower cost; or are awaiting a decision on their Homeless application

- Households that have a disabled member of the family where they are unable or unwilling to move due to proximity to healthcare professional etc or to support the disabled family member or where they require an additional room to support their disability.
- Customers who are newly affected by the benefits cap during 2016/17 will be given priority over those that have received DHP for a number of years and were affected by the original benefits cap.

3.23 All DHP applications will be assessed on their individual merits.

### **3.24 Households affected by the Benefit Cap that will not be entitled to DHP**

3.25 Any household that has taken on a new tenancy who does not fulfil the vulnerable criteria outlined above will not be considered eligible for DHP as the Council expects households to consider their income and expenditure when sourcing new accommodation.

### **3.26 Households affected by the Social Rented Sector Size Criteria**

3.27 The purpose of the DHP funding is to help those customers who are unlikely to be able to meet the shortfall in the rent payments and for whom moving to a smaller property may be inappropriate or avoidable.

3.28 For customers living in significantly adapted accommodation it will be more cost-effective to allow them to live in their current accommodation rather than moving them into smaller accommodation which then needs to be adapted.

3.29 In addition, customers who are living in properties which have been significantly adapted for other household members such as for a disabled child or non-dependant the same will apply.

3.30 There is no definition of significantly adapted accommodation in the regulations or guidance. This is to be determined on an individual basis taking into account the adaptations that would have to be carried out should the customer be required to move to alternative accommodation.

3.31 In addition where there has been no significant adaptation of the property but a member of the household has a long term medical condition that creates difficulties in sharing a bedroom and this has been substantiated then a DHP would be appropriate.

3.32 The above group will be proactively encouraged to claim DHP.

### **3.33 Support for disabled children or non-dependants who need an additional bedroom for an overnight carer**

3.34 Customers or their partners who require frequent care from a non-resident overnight carer or team of carers are allowed an additional bedroom for that carer under the maximum rent (social sector) size criteria.

3.35 This provision does not apply to other members of the household. Therefore, where an additional bedroom is needed for a non-resident carer who is providing overnight care to a disabled child or non-dependant SBC will

consider favourably an award of DHP and whether this should be a long term award

### **3.36 Support for approved or prospective adoptive parents**

3.37 Customers who have been approved as adopters are required to have a bedroom for an adopted child. Until the child forms part of the household, removal of the spare room subsidy may apply and DHPs can be used to provide support in the interim period.

3.38 Similarly, people going through the approval process to become adoptive parents will need to show that they have a spare room for a child. If a DHP is paid on this basis it will be the responsibility of the customer to inform the LA of any change of circumstances if, for example, they were not subsequently approved.

3.39 In some cases the LA will specify that an adopted child should have their own room, and not share with another child. DHPs may be used on an on-going basis to provide support where an additional bedroom is not allowed for housing benefit purposes.

### **3.40 Support for approved or prospective foster carers**

3.41 Foster Carers are allowed **one** extra bedroom under the size criteria rules providing they have fostered a child or became an approved foster carer within the last 52 weeks.

3.42 Some customers may be caring for siblings, or for two or more unrelated foster children, and require additional bedrooms. National minimum standards for Fostering Services state that a foster child over the age of 3 should generally have their own room. However, the size criteria rules only allow foster carers to have one extra bedroom; therefore a DHP will be awarded to help cover any reduction in housing benefit due the additional rooms that are required.

3.43 People going through the approval process to become foster carers will need to show that they have a spare room to be approved. If a DHP is paid on this basis it would be up to the customer to inform the LA of any change of circumstances if, for example, they were not subsequently approved.

### **3.44 Support for disabled children**

3.45 The Government has amended legislation to allow an extra bedroom for a severely disabled child eligible for the middle or highest rates of Disability Living Allowance (DLA) care who would normally be expected to share a room under the size criteria rules, but is not reasonably able to do so due to severe disability.

3.46 To be considered under this legislation the child in question must have been assessed and be entitled to the DLA care component at the highest or middle rates. If the child meets the DLA criteria then the SBC will assess whether or not the child's impairment makes it unreasonable for them to share a bedroom, taking the full facts of the case into consideration.

3.47 In cases where a child is not entitled to DLA care at either the middle or highest rate but the customer advises that their child is unable to share,

consideration will be given to whether awarding DHP is appropriate.

3.48 In addition given the limitations of the DHP budget – and on the understanding that the Council and its housing association partners will do everything they can to support customers and prevent them from becoming homeless – the Council will give priority to DHP applications received from the following households:

- Households that contain a person with a disability and are living in 'significantly adapted' accommodation;
- Households that contain a disabled child who is unable to share a bedroom because of their severe disabilities, where regulations do not allow for the extra bedroom;
- Households that contain a disabled child and are living in accommodation that has been adapted to meet the child's needs, where regulations do not allow for the extra bedroom; and
- Households containing someone who has a severe and persisting disability which means that they are dependent on the care and support of relatives and friends who are living in the local community and there is no suitable accommodation available, within the local area, to which they are able to transfer.
- Households where an additional room is needed because of a person or persons disability, which precludes a couple sharing a room or where an additional room is needed to store equipment essential because of a persons disability.
- Households who have been approved as adopters or prospective foster parents within the last 52 weeks or are going through the approval process and need a spare room(s) in order to qualify.

3.49 Depending on the level of demand for DHPs, the Council may also give priority (albeit slightly less priority than is given to the households affected by the Size Criteria listed above) to DHP applications from the following households:

- Households whose Housing Benefit is restricted by the Size Criteria but that restriction will soon be lifted because the customer (and their partner, if they have one) will reach the age at which they will be able to claim Pension Credit;
- Households whose Housing Benefit is restricted by the Size Criteria but that restriction will soon be lifted because one or more of their children will soon reach an age when they are not expected to share a bedroom;
- Single people who are pregnant (and childless couples containing a pregnancy) who are living in a two-bedroom home but whose Housing Benefit is restricted by the Size Criteria to a one-bedroom home but that restriction will soon be lifted when the baby is born; and
- Households with exceptional need, which are actively and consistently engaging in seeking to downsize to accommodation that matches their need.



**3.50 Households affected by the Social Rented Sector Size Criteria that will not be entitled to DHP**

3.51 Any household that has taken on a new tenancy who does not fulfil the vulnerable criteria outlined above will not be considered eligible for DHP as the Council expects households to consider their rental liability, income and expenditure when sourcing new accommodation.

**3.52 Other households requesting a DHP, including those that are affected by the Local Housing Allowance Reforms**

3.53 The purpose of the DHP funding is to provide short-term, temporary relief to families and vulnerable people whose Housing Benefit or Universal Credit has been reduced, due to Local Housing Allowance restrictions (including the LHA Caps, the Shared Accommodation Rate and changes to the way in which LHA is calculated), income tapers and non-dependant deductions.

3.54 DHPs cannot assist with the council tax liabilities that residents incur under the 2013 Council Tax Reduction scheme, known as Local Council Tax Support in Slough..

3.55 All DHP applications will be considered on their individual merits. However, the Council will give priority to applications from households that have children and need to move to alternative, lower cost accommodation but are unable to do so immediately (for reasons of health, education or child protection).

**3.56 Rent-in-advance, damage deposits and removals**

3.57 The DHP budget is insufficient to meet the rent shortfalls of the thousands of customers whose Housing Benefit and Universal Credit will no longer cover their full rent.

3.58 In order to provide long term solutions, the Council will help and encourage customers to move to alternative accommodation that they can afford.

3.59 Instead of providing customers with short term assistance to enable them to maintain the rent payments on a home that they will never be able to afford without a DHP, the Council may decide that it would be better to help those customers to move to somewhere they can afford, at a much earlier stage, by providing them with the help they require to pay the damage deposit. LHA rates will be used in all cases as the ceiling for damage deposits.

3.60 The Council wishes to support customers move to cheaper alternative accommodation and considers a damage deposit equivalent to four weeks rent at LHA rate a reasonable deposit but accepts that there will be instances where the deposit is in excess of 4 weeks. The Council will consider each case on its individual merits up to a maximum of the equivalent of 8 weeks rent at LHA rates.

3.61 When considering DHP requests for such a purpose, the Council will take into account any damage deposit that is due to be returned to the customers. The Council will also check that the customer's new home will be affordable

3.62 The Council will not normally pay rent-in-advance or removal costs.

- 3.63 Customer may make an application for Local Welfare Provision, where assistance with removal costs is required.
- 3.64 Rent in advance payments will not generally be paid as Housing Benefit is available for any period of rent liability, though in line with the Housing Benefits' regulations it is paid in arrears. Customers may make an application for Housing Benefit where assistance with rental liability is required.
- 3.65 The Council will consider rent in advance only in exceptional circumstances such as where it is necessary to make such a payment to comply with the authority's legal obligations (e.g. avoiding unlawful discrimination).
- 3.66 The guidance from the Secretary of State's Guidance issued in February 2016 by the DWP has been taken into considered.

### **3.67 DHPs and two homes**

- 3.68 The regulations allow an authority to award DHPs on two homes when someone is treated as temporarily absent from their main home, for example because of domestic violence.
- 3.69 The regulations in Housing Benefit also allow for Housing Benefit to be paid on two homes in exceptional circumstances e.g. Domestic Violence
- 3.70 Where the customer is in receipt of Housing benefits it is expected that they will apply for a "two homes payment" via Housing benefit.
- 3.71 However the Universal Credit regulations do not allow for a payment on two homes and government guidance suggests that Customers apply for DHP for the additional home.
- 3.72 Where the customer is in receipt of Universal Credit and is liable for rent on both properties then consideration will be given by SBC for the reason that they are liable for rent on two homes and if this is due to extenuating circumstances an award will be made and an exception will be made to pay up to the full rent on the property for a limited period.

## **4 Assessment of applications**

- 4.1 When deciding whether or not to award a DHP, the Council will assess each application on its merits (including considerations of equality) and take into account its objectives and such things as:
- The size of any shortfall that exists between what the customer is receiving in housing costs (from Housing Benefit or Universal Credit) and the eligible housing costs for which they are liable, together with the reasons for this shortfall;
  - The legislation allows for customers in receipt of Universal Credit to have the whole of their Housing costs paid by DHP, however taking into account the limited budget SBC will only pay the difference in the shortfall between the Universal Credit award and the total Housing costs as determined by SBC apart from exceptional circumstances.

- The financial circumstances (income and expenditure, savings, capital and indebtedness) of the customer, their partner and anyone else living in their home;
- Any special needs or health and social problems that the customer and/or their family have, and what impact these have on their housing and financial situation;
- Income from disability-related benefits such as Disability Living Allowance or the Personal Independence Payment, SBC will have regard to the decision of the High Court in R v. Sandwell MBC, ex parte Hardy. In particular, SBC will consider each DHP claim on a case by case basis having regard to the purpose of those benefits and whether the money from those benefits has been committed to other liabilities associated with disability.
- The impact that moving home and/or changing schools is likely to have on the family and the educational outcomes of any young people in the household;
- The reasons why, compared to other people, the circumstances of the customer and their family should be considered 'exceptional';
- The impact that not awarding a DHP is likely to have on the Council's finances and services, especially homelessness, social care, family support and health;
- The length of time for which a DHP is being sought;
- Any steps the customer has taken to reduce their rental liability;
- The amount of money remaining in the DHP budget; and
- Any other factors that the Council and/or customer consider appropriate.

4.2 The Council will not normally make allowance for any financial loss resulting from the customer's failure to claim any benefits in a timely manner. No allowance will be made, either, for any debt relating to an overpayment of Housing Benefit or Universal Credit.

4.3 When the Council has considered the customer's needs and circumstances, it will decide how much to award. This may be any amount below the difference between the rental liability and payment for Housing Benefit / Universal Credit. The DHP award cannot exceed the weekly eligible rent for the customer's home.

4.4 The award of a DHP does not guarantee that a further award will be made at a later date, even if the customer's circumstances remain unchanged.

## **5 Claiming a DHP**

5.1 The regulations require a DHP to be claimed.

- 5.2 In most cases, the person who claims a DHP will be the person who is receiving Housing Benefit or Universal Credit, or their partner. However, the Council may also accept a claim from someone who is acting on behalf of that person (such as an appointee or advocate) if the person is vulnerable and requires support.
- 5.3 The Council accepts DHP claims in writing and provides an application form for this purpose. The Council will also accept a DHP claim made on-line and in certain circumstances via the telephone.
- 5.4 A claim for a DHP will be considered from the date a DHP is requested, but on condition that all supporting information and documentation is received by the Council within one month of that request.
- 5.5 If the Council requires additional information and evidence to assess the claim, it will request this from the customer in writing, electronically or verbally (over the telephone, face to face or by visit). The customer must provide this information and documentation within one month of the date of the request.
- 5.6 If the customer fails to provide the information and documentation on time, the Council will make a decision based on any information it already holds, including the information held on its Housing Benefit computer system. More time may be allowed for some individuals, however, if the Council thinks it is reasonable to do so.
- 5.7 Information must be supplied to support the DHP application and Customers must not assume that because information has been supplied to other council departments it will be available to support the DHP application.

## **6 Period of award**

- 6.1 The Council will decide on the length of time for which a DHP is to be awarded.
- 6.2 The start date for an award will normally be the Monday following receipt of the claim. However, the Council does have the discretion to backdate an award for DHP if it considers that the applicant's circumstances merit this.
- 6.3 DHPs will normally be paid for a minimum of one week. The length of each award will be based on the individual circumstances of each customer; no award will be made past the end date of the tenancy agreement.
- 6.4 As an award can only be made for the current financial year, any award that is made for the remainder of 2016/17 will have to be followed by a new application for the next financial year even if the customer's circumstances remain unchanged.
- 6.5 Although all customers are entitled to make a fresh claim (for a further DHP) when their existing award comes to an end, the Council will not automatically invite customers to apply for another DHP.
- 6.6 As DHPs will not usually be regarded as offering a long term solution to a

customer's financial situation, the maximum length of a DHP award (or a series of consecutive awards) will not normally exceed 12 months. Exceptions may be made, in particular for certain customers affected by the Social Rented Sector Size Criteria and where the Council continues to regard it as inappropriate for the customer to have to move.

- 6.7 Exceptions will also be made in line with recent caselaw, where an award is made to a disabled customer who lives in significantly adapted accommodation in the social rented sector but who is subject to the removal of the spare room subsidy, the award will be made on a longer-term basis, including an indefinite award subject to a relevant change in their circumstances.
- 6.8 DHPs will also be considered on a longer term basis for customers who have a medical condition that makes it difficult to share a bedroom and for disabled children or non-dependants who need an additional bedroom for a non-resident overnight carer or team of carers.
- 6.9 Long term awards will also be made in cases where a disabled child who would normally be expected to share a bedroom under size criteria rules requires a separate room, and provides evidence that this is the case but does not meet the HB criterion of being in receipt of the Middle and Higher rates of DLA Care.
- 6.10 Failure to meet the conditions stated in the award notification may lead to an initial reduction or the complete withdrawal of the award.

## **7 Request for backdating**

- 7.1 The Council will consider any reasonable request for backdating a DHP award. However, these will be limited to the period in which the customer has been receiving Housing Benefit or Universal Credit they will be limited to the current financial year, unless exceptional reasons for a late claim are accepted.

## **8 Making a claim in advance**

- 8.1 A DHP can only be considered for a period when the customer is entitled to Housing Benefit or Universal Credit.
- 8.2 However, claims can be made in advance, where the customer is anticipating a change in their situation, such as the forthcoming imposition of the Benefit Cap and the Social Rented Housing Size Criteria.

## **9 Notification of decisions**

- 9.1 The customer will be notified, in writing, of the outcome of the DHP claim within 14 days of receipt of the claim and all supporting documentation, or as soon as possible after that.
- 9.2 If a claim is unsuccessful, the Council's decision letter will include an explanation of how the decision has been reached and details of the right of

review.

9.3 If the claim is successful, the Council's decision letter will include the following:

- The reason for the award;
- The amount awarded;
- The period of the award;
- To whom the DHP will be paid;
- The customer's duty to report any changes in circumstances and
- Any conditions associated with the award
- Details of the right of review

## **10. Changes in circumstances**

10.1 The customer must tell the Council if their circumstances change after a DHP is awarded. This is made clear to customers in the award letter and application form.

10.2 Customers must report all changes of circumstances that may be relevant to the DHP award to the Housing Benefits service even if they have been reported to other services or departments for example Job Centre Plus because a Universal Credit claim is in payment.

10.3 The Council may revise a DHP award if the customer's circumstances have changed.

## **11. Payment arrangements**

11.1 The Council will decide whether the DHP should be paid to the tenant, the landlord or a third party.

## **12. Right to request a review**

12.1 As a DHP is not a payment of Housing Benefit or Universal Credit, it is not subject to the appeals mechanism that operates under those schemes.

12.2 Customers can request a review of a decision to refuse to award a DHP, a decision to award a reduced amount, a decision not to backdate an award for DHP or a decision to seek recovery of an overpayment of a DHP as follows:

- A customer (or their representative) who disagrees with a DHP decision may request a review. This request must be made in writing, within one month of when the notification was issued, and set out the reasons for requesting a review. (The time limit for requesting a review may be extended if the Council considers it reasonable to do so).

- The appeal will be reviewed by an independent officer(s) to those that made the original decision.
  - The customer will be notified in writing once the decision has been reviewed, including the outcome of the review and a new decision notification if appropriate.
- 12.3 This decision will be final. In cases of alleged maladministration by the Council, the customer should follow the Council's complaints process. If a customer is still unhappy, they have a right to contact the Local Government Ombudsman.

### **13. Overpayments**

- 13.1 The Council will make every effort to minimise overpayments of DHP.
- 13.2 If an overpayment does occur, the Council will decide whether or not it is appropriate to recover it. If recovery action is appropriate, the Council will send an invoice to the customer (or the person to whom the DHP was made) and a written explanation of how the overpayment occurred and the periods and amounts to which it relates.
- 13.3 Where the overpayment is a result of an error made by the Council, recovery will not normally be sought, unless the customer or person who received the payment could have reasonably known they were being overpaid.
- 13.4 DHP overpayments will not be recovered from payments of Housing Benefit and Universal Credit that are due to the customer, but may be recovered from any future awards of DHP.

### **14 Fraud**

- 14.1 The Council is committed to tackling and preventing fraud in all its forms.
- 14.2 If a customer, Landlord or Agent attempts to claim a DHP by making a false declaration or providing false evidence or statements, they may have committed an offence under the Theft Act 1968. Where the Council suspects that fraud may have occurred, it will investigate the matter as appropriate and this may lead to criminal proceedings.

### **15 Publicity**

- 15.1 The Council has a responsibility to ensure that it does not limit the legal discretions it may apply, and it is committed to applying this policy fairly and consistently.
- 15.2 It will take steps to maximise take up to make sure that the funds are targeted towards those who are most in need. This policy will be made available on request and via the Council's website: [www.slough.gov.uk](http://www.slough.gov.uk)

## **16 Debt advice**

- 16.1 Anyone experiencing debt problems will be signposted to local debt advice agencies (including the Citizens Advice Bureau) for free, confidential, impartial advice.

## **17 Policy review**

- 17.1 This policy will be reviewed on a regular basis and in light of any legislative changes, trends or other factors that impact on its effectiveness.
- 17.2 The Council may also, during the course of any year, review and reconsider whether it should allocate any of its own resources towards the overall DHP budget.