

South Norfolk Council
Cygnet Court
Long Stratton
Norwich

Tel: 0808 178 7143

Email: benefitsmailbox@s-norfolk.gov.uk

Discretionary Payments application

- Please complete the attached form in full, giving as much information as possible.
- Please also provide the following proofs by post or email to the above address:
 - Three full consecutive months statements for all accounts held, even if they have no money in them
 - Evidence in support of any medical circumstances declared
 - Proof of your current rent charge, any arrears you may have, and any current action from your landlord
 - Proof of your latest Universal Credit award showing your full breakdown
 - Proof of any debt you hold, plus any repayment arrangements
 - Any other evidence you feel is relevant to your application

Please be aware, we may ask for further information if necessary.

Failure to provide enough information or not supply relevant proofs may delay your claim or result in your claim being refused.

If you need help in completing this form, please contact us on 0808 178 7143

What are Discretionary Payments?

Discretionary Housing Payments (DHP) are for help with your rent

DHP can be awarded if:

- you receive Housing Benefit or Universal Credit Housing Element; and;
- the benefit does not cover your rent in full (e.g. there is an under-occupancy deduction, LHA shortfall, etc.), or there are certain deductions from your Universal Credit award (e.g. Benefit Cap deductions), and;
- you currently have special circumstances which mean that you need extra money to make up this shortfall.

DHP cannot be awarded:

- if you are not receiving Housing Benefit or Universal Credit Housing Element
- to cover services that are included in your rent that do not fall within the housing benefit or Universal Credit scheme (e.g. water, heating, etc.);
- to cover certain deductions from your Housing Benefit or Universal Credit that are for advance payments, overpayment of recovery, etc.

Discretionary Council Tax Relief (DCTR) scheme is for help with your Council Tax

DCTR can be awarded if:

- you are experiencing extreme financial difficulty and you're struggling to pay your Council Tax bill.

DCTR might not be awarded if:

- You have a high household income and/or you have unnecessarily high expenditure

You do not have to be in receipt of Council Tax Assistance to claim DCTR. However, you should still claim Council Tax Assistance or any other applicable discounts or disregards that you may be entitled to.

Please remember:

- Awards are discretionary and each application is individually assessed
- We may ask other council officers, such as Community Connectors or Debt and Welfare Advisors, to help or advise you in this process
- Discretionary awards are generally short-term and will depend on how long it reasonably takes for you to reduce your rent commitment or solve your difficulty in another way
- Discretionary awards may be refused if you have had previous awards and/or you have not acted on advice given to help you to improve your situation
- If you are awarded Discretionary payments, you must notify us of changes to your household income or circumstances. Your discretionary award may change or end as a result of any changes

1. Your Details

Claim Number:	
Title:	Surname:
First Names:	Date of Birth:
Contact Number:	Email address:
Your Address:	
Address for Discretionary Payments, if different:	

2. Your Rent (If you do not rent your home, go to Section 3)

How much DHP are you asking for?	£ per week/month/one off
How long do you need DHP for?	
When did you move into this address?	
If you have rent arrears – how much are they?	£
What action is your landlord taking to recover the arrears?	
Please provide any action letters from your landlord	
How many bedrooms does your property have?	
If you have a spare bedroom, is it used by someone providing overnight care or for storing medical equipment? Please give details.	
If your rent was affordable when you moved into the property, what change has now made this unaffordable?	
Are you expecting a change that will make your accommodation affordable in the future? i.e. Offer of a job, having a baby, a household member reaching a birthday that would change your benefit, applying for PIP/DLA	
Do you or any member of your household have any disabilities, health problems or special requirements that may prevent you from moving? Please give full details.	

Please provide your landlord's details (We may need to contact your landlord to discuss your rent. If you DO NOT want us to, please let us know, and the reason why)		Landlord's name: Landlord's address:	
Who do you want DHP to be paid to? Please note; We will usually pay DHP to your landlord if your Housing Benefit/Universal Credit is paid direct to them.		Yourself	Landlord
Please provide bank details below for DHP to be paid to:			
Bank/Building Society:	Account Name:	Sort code:	Account Number:

3. Your Council Tax (If you do not need help with your Council Tax, go to Section 4)

How much help do you need with your Council Tax? £	per month/one off
If monthly, how long do you need help for?	

4. Other Information

Has your property been adapted for the needs of a member of your household? If yes, please give full details.
As Discretionary Payments are usually only paid for a short period of time, what action are you taking to resolve the problem on a long-term basis? E.g. looking to move to affordable accommodation, looking work, applying for benefits, etc.

Are you getting any money management or debt advice? (If yes, please provide details of support given)	Yes	No
If No, would you like your details forwarded to an officer who can contact you on this matter?	Yes	No

Are you working with a Support Worker or third party?		Yes	No
If yes, do you give permission for us to discuss your application with them? Please supply details of the person providing support below:		Yes	No
Name of support worker or third party:	Organisation:	Contact details:	

5. Savings

List below all bank/building society/post office accounts and investments held by you and your partner, even if overdrawn:

Bank/building society/investments	Current balance

6. Income

Please tell us about the income, from all sources, for you and your partner:

	Weekly	4 Weekly	Monthly
Wages			
Earnings (take home pay)			
Self-employed earnings			
Benefits received			
Universal Credit			
Income Support			
Jobseekers Allowance			
Employment and Support Allowance			
Child Benefit			
Tax Credits			
Pension Credit			
Disability Living Allowance			
Personal Independence Payment			
Carers Allowance			
Attendance Allowance			
Industrial Injuries Benefit			
Maternity Allowance			
Other (please state)			
Other (please state)			
Pensions			
State Pension			
Occupational/Private Pension			
Annuities			
Other Income			
CSA / Maintenance			
Contributions from non-dependants			
Income from lodgers or boarders			
Student loans/grants			
Other (please state)			

7. Spending

Please tell us below about the expenditure of your household. Please use statements and receipts and be as accurate as possible:

	Weekly £	Monthly £	Other £
BILLS			
Rent (full charge)			
Mortgage			
Council Tax			
Electricity			
Heating (gas/oil/solid fuel)			
Water			
Mobile phone (If PAYG, give estimate)			
Landline			
Internet (if separate from landline)			
TV licence			
TV subscription (e.g. Sky, Netflix etc)			
Home insurance (Contents and building)			
Hire purchase payments (e.g. furniture, white goods)			
Other bill (please state)			
TRAVEL			
Road Tax			
Vehicle insurance			
MOT			
Petrol/Diesel			
Breakdown cover			
Repairs			
Vehicle hire purchase/loan			
Parking costs			
Public transport and taxis			
Other travel costs (please state)			
HOUSEHOLD AND PERSONAL			
Food shopping			
Toiletries			
Hairdresser/barber			
Laundry			
Healthcare (Medicines, prescriptions, dentist, optician)			
Nappies and baby items			
Repairs and house maintenance			
Other household costs (please state)			
FAMILY AND PETS			
School meals			
School uniform and equipment			
School trips and activities			
Tuition fees			
Childcare costs			
Birthdays, Christmas and religious festivals			
Pet food			
Pet insurance & vet bills			
Maintenance/CSA payments			
Clothing and footwear			
Other family & pet costs (please specify)			

	Weekly £	Monthly £	Other £
LEISURE			
Eating out and takeaways			
Going out (e.g. cinema, theatre, bowling, events)			
Memberships (e.g. gym, clubs and societies)			
Website subscriptions (e.g. media steaming, dating)			
Newspapers, magazines and books			
Sports and hobbies			
Alcohol			
Cigarettes, tobacco and e-cigarettes			
Gambling (e.g. Lotto, scratch cards, pools)			
Other leisure related expenses			

8. Arrears, debts and loans

Arrears	Outstanding amount	Repayment instalments	Frequency of repayment (weekly, monthly, etc)
Rent arrears			
Mortgage arrears			
Secured loan arrears			
Council Tax arrears			
Gas arrears			
Electric arrears			
Water arrears			
Maintenance/CSA arrears			
Magistrates court fines			
County court judgements			
Telephone arrears			
TV/Internet arrears			
Other – please specify			

[illegible]

9. Privacy Notices

About Us

South Norfolk Council takes your privacy very seriously. Under data protection legislation we lawfully process your personal information as a public authority.

What we do with your data

The purpose of collecting your personal data and that of other people named on this form is processing claims for Discretionary Housing Payments, Discretionary Council Tax Relief, Housing Benefit and/or Council Tax Assistance. We may check some of the information with other sources as allowed by the law.

We will retain this data for 7 years from the date your claim is closed.

Data Sharing

We do not pass your details on to third parties unless the Council is lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes. Examples are the Department for Work and Pensions, HM Revenue & Customs and internal departments such as Council Tax and Early Help. We may share the details with other organisations that handle public funds and assist in the processing of other benefits.

Your Rights

Under data protection law you have the right to request access to, rectification, restriction or objection to the processing of your personal data, as detailed in our Privacy Policy (on our website). You can contact our Data Protection Officer at right2know@s-norfolk.gov.uk. You also have the right to lodge a complaint with the regulator, the Information Commissioner's Office.

10. Declaration

Please read and sign the following declaration:

- The information that I have provided is correct and complete.
- I undertake to notify South Norfolk Council immediately of all changes in the personal and financial circumstances of myself and members of my household.
- I authorise South Norfolk Council to make any enquiries it considers necessary in connection with this application.
- I understand that South Norfolk Council may share the information with other organisations to check the accuracy of this information, prevent or detect crime and to protect public funds.
- I undertake to repay South Norfolk Council any overpayment of a Discretionary Housing Payment that is deemed to be recoverable.

Your signature:	Date:
Your partner's signature:	Date:

If you had assistance in completing this form, please provide details from whom: Name: Organisation:
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