Notes for filling in the claim form for Discretionary Payments

If you apply for discretionary payments we may signpost you to an appropriate service that offers support relevant to the needs of the applicant or household. We may ask for additional evidence to be provided in support of your claim.

If you have any questions about your application or need help completing the application form please contact the Benefit Team on 0116 288 8961 and choose option 4 for Benefits or email benefits@oadby-wigston.gov.uk

For more help and advice, you can visit:

Brocks Hill Council Offices
Oadby
Leicestershire
LE2 5JJ
Telephone Number (0116) 2888961 Email:
benefits@oadby-wigston.gov.uk

If you would like more information in your own language, in large print, on tape or in Braille, please contact us at the address or telephone number shown in this document.
Se desiderate ulteriori informazioni nella vostra lingua, a caratteri grandi, su cassetta, o in Braille, siete pregati di contattarci all'indirizzo o al numero di telefono indicati sul presente documento.
Si desea recibir más información en su lengua, en un tamaño de fuente mayor, en casete o en Braille, póngase en contacto con nosotros en la dirección o mediante el número de teléfono que aparecen en este documento.
Se você gostar de mais informação em sua própria língua, a cópia grande, na fita adesiva, ou em braille contata-nos por favor no endereço ou no número de telefone mostrado neste original.
আপনি যদি নিজের ভাষায়, বড় হরফে, টেপ বা ব্রেইলে আরও তথ্য জানতে চান তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করবেন। এই কাগজে আমাদের ঠিকানা ও টেলিফোন নম্বর দেওয়া আছে।
如果你需要更多详情，希望有中文版、大字体印刷件、磁带录音或盲文版，请按本文件中提供的地址和电话号码与我们联系。
اگر آپ کو مزید معلومات اپنی زبان میں، بڑے حروفوں میں، یا آواز کی صورت میں ٹیپ پر یا بریل میں درکار ہیں تو اس دستاویز میں دیئے گئے پتے یا ٹیلی فون نمبر پر ہم سے رابطہ کریں۔
Jeżeli chcesz otrzymać więcej informacji w swoim języku ojczystym, dużym drukiem, na taśmie lub alfabetem Braille, proszę skontaktować się z nami pod adresem lub numerem telefonu podanym w tym dokumencie.

There are two types of Discretionary Payment you can apply for; they are Discretionary Housing Payments and Discretionary Council Tax Support. More information about these two schemes is detailed below.

Discretionary Housing Payments

What are Discretionary Housing Payments (DHPs)?

You can get a Discretionary Housing Payment (DHP) if we think that you need extra help with housing costs. Any payment is awarded on top of any Housing Benefit that you already receive.

What are housing costs?

In general, housing costs means rent. It can also include rent in advance, rent deposits and other lump sum costs such as removal costs.

We cannot award DHPs for the following:

- Parts of your rent not covered by Housing Benefit, for example, charges for fuel, hot water or meals
- Charges for water or sewerage
- Increases in rent due to outstanding rent arrears
- When your Housing Benefit payments are suspended
- Sanctions and reductions in benefit (i.e. where your benefit is reduced because you have broken the terms of your claim)

Do I need to be in receipt of Housing Benefit to apply for a DHP?

Yes. To be eligible for a DHP you must be receiving Housing Benefit. and we must be satisfied that you need more help to pay your housing costs.

How do you decide if I can have a DHP?

To award a DHP we must be satisfied that you need more help with your housing costs. Some of the things we will look at are:

- Your income and whether you are receiving all the benefits you areentitled to
- Whether you have any savings you can use
- If anyone else in the house or in your family can help you
- If you have any loans or debts
- If you could manage your money better
- If anyone in your family is ill or disabled
- If you have tried to put the situation right yourself

Discretionary Council Tax Support

What is Discretionary Council Tax Support(DCTS)?

The Discretionary Council Tax Support (DCTS) scheme supports people experiencing hardship and who are unable to pay their Council Tax.

How do you decide if I can have DCTS?

To get DCTS we must be satisfied that the applicant or household would suffer severe financial hardship if financial assistance were not given.
Some of the things we will look at are:

- Your income and whether you have applied for any appropriate Discount or Exemption
- Whether you have access to any other financial assets that could be realised to pay the Tax
- Whether you have taken all reasonable steps to resolve the situation prior to application
- Whether you have taken all steps to avoid the need to apply for a Discretionary Payment