



EKS

Council Tax Support Exceptional Hardship Scheme 2019 / 2020

Working in partnership with Canterbury City Council, Dover District Council and Thanet District Council.

Canterbury City Council, Dover District Council and Thanet District Council have entered into a shared service agreement to allow joint working in the Customer Services, ICT, Benefits, Council Tax and Business Rates sections.

Where 'EK Services' and 'EKS' are mentioned this refers to the shared service between Canterbury City Council, Dover District Council and Thanet District Council.

Where references are made to 'EK Services Officers' these services are now being delivered by Civica UK Limited. Civica UK Limited provides benefit services, income collection services, council tax and business rates administration and collection services and customer contact services to the council.

Background

An Exceptional Hardship Policy has been created by EK Services, under delegated authority and in partnership with Canterbury City Council, Dover District Council and Thanet District Council, to assist persons who have applied for Council Tax Support and who are facing 'exceptional hardship'. This is to provide a further financial contribution where an applicant is in receipt of Council Tax Support but the level of support being paid by the Council does not meet their full Council Tax liability. We recognise the importance of protecting our most vulnerable customers and the impact these changes may have. This policy is to ensure that we protect and support those most in need. The Exceptional Hardship Fund is intended to help in cases of extreme, intolerable levels of financial hardship.

The main features of the policy are as follows:

- The operation of the policy will be at the total discretion of the Council;
- The policy will be applied by EK Services on behalf of the Council;
- Exceptional Hardship falls within s13(A)(1a) of the Local Government Finance Act 1992 and forms part of the Council Tax Support scheme;
- Exceptional Hardship awards will only be available for a Council Tax liability from the current financial year and will not be available for any other debt other than the current financial year's outstanding Council Tax; Exceptional Hardship must have been proven to have existed throughout the whole of the period requested and will only be backdated to the start of the financial year in which the claim is made;
- A pre-requisite to receive an award is that an application for Council Tax Support has been made;
- Exceptional Hardship awards are designed as short-term help to the applicant only and will only be made for up to one financial year at a time;
- All applicants will be expected to engage with the Council and undertake the full application process. Failure to do so may mean that no payment will be made.

Exceptional Hardship and Equalities

The creation of an Exceptional Hardship Policy facility meets the Council's obligations under the Equality Act 2010.

The Council recognises the impact the changes to our Council Tax Support Scheme will have on our most vulnerable residents as well as those that have been disproportionately affected by the changes made in 2017. This policy therefore has an essential role in protecting from exceptional hardship those applicants most in need, from exceptional hardship.

Purpose of this policy

The purpose of this policy document is to specify how EK Services will operate the scheme, to detail the application process and indicate a number of factors which will be considered when deciding if an Exceptional Hardship payment can be made.

Each case will be treated on its own merits and all applicants will be treated fairly and equally in both accessibility and also decisions made.

The Exceptional Hardship Process

As part of the process of applying for additional support, applicants must be willing to undertake all of the following:

- Make a separate application for assistance. Where a joint Council Tax bill has been issued, the application must be made in joint names;
- Provide full details of their income and expenditure;
- Where a person is self-employed or a director of a private limited company, provide details of their business including supplying business accounts;
- Accept assistance from either the Council or third party debt advice to enable them to manage their finances more effectively - including the termination of non-essential expenditure and assessment of the potential for additional paid employment where applicable;
- Identify potential changes in payment methods and arrangements to assist them;
- Assist the Council to minimise liability by ensuring that all discounts, exemptions and reductions are properly granted; and
- Maximise their income through the application for other welfare benefits, cancellation of non-essential contracts and outgoings and by identifying the most economical tariffs for the supply of utilities and services generally.

Through the operation of this policy the Council will look to assist those in exceptional financial hardship by:

- Allowing a short period of time for someone to adjust to unforeseen short-term circumstances and to enable them to “bridge the gap” during this time, whilst the applicant seeks alternative solutions;
- Helping applicants through personal crises and difficult events that affect their finances;
- Helping those applicants who are trying to help themselves financially;
- Helping applicants disproportionately impacted by the Council Tax Support scheme introduced in April 2017, and
- Encouraging applicants to contact the Job Centre Plus to obtain and sustain employment.

An Exceptional Hardship award will not be considered in the following circumstances:

- Where the full Council Tax liability is being met by Council Tax Support;
- Where the request for assistance is made for any other reason, other than to reduce Council Tax liability;
- Where the Council considers that there are unnecessary expenses/debts etc. and that the applicant has not taken reasonable steps to reduce them;
- Where the request covers arrears of Council Tax caused through the failure of the applicant to notify changes in circumstances in a timely manner or where the applicant has failed to act correctly or honestly;
- Where the request is to cover previous years' Council Tax arrears;
- Where the customer is considered to have access to other assets that could be used to pay the Council Tax; or
- The Customer has not tried all other reasonable means to address the shortfall before making this application.

The award of an Exceptional Hardship payment

The Council will decide whether or not to make an Exceptional Hardship award, and how much any award might be. When making this decision the Council will consider:

- The shortfall between Council Tax Support and Council Tax liability;
- Whether the applicant has engaged with the Exceptional Hardship process;
- The personal circumstances, age and medical circumstances (including ill health and disabilities) of the applicant, their partner any dependants and any other occupants of the applicant's home;
- The difficulty experienced by the applicant, which prohibits them from being able to meet their Council Tax liability, and the length of time this difficulty will exist;
- The income and expenditure of the applicant, their partner and any dependants or other occupants of the applicant's home;
- All income received by the applicant, their partner and any member of their household irrespective of whether the income may be disregarded under the Council Tax Support Scheme;
- Any savings or capital that might be held by the applicant, their partner and any member of their household irrespective of whether the capital may be disregarded under the Council Tax Support Scheme;
- Other debts outstanding for the applicant and their partner;
- The exceptional nature of the applicant and/or their family's circumstances that impact on finances, and
- The financial circumstances of the customer at the time the Council Tax charge or arrears accrued.

The above list is not exhaustive and other relevant factors and special circumstances may be considered.

An award of Exceptional Hardship does not guarantee that a further award will be made at a later date, even if the applicant's circumstances have not changed.

An Exceptional Hardship award may be less than the difference between the Council Tax liability and the amount of Council Tax Support paid. The application may be refused if the authority feels that, in its opinion, the applicant is not suffering 'exceptional hardship' or where the applicant has failed to comply with the Exceptional Hardship process.

Publicity

6.1 The Council will make a copy of this policy available for inspection and will be published on the Council's website.

7 Claiming an Exceptional Hardship award

7.1 An applicant must make a claim for an Exceptional Hardship award by submitting an application to the Council. The application form is available on the Council's website.

7.2 The application form must be fully completed and supporting information or evidence provided, as reasonably requested by the Council.

7.3. In most cases the person who claims the Exceptional Hardship award will be the person entitled to Council Tax Support. However, a claim can be accepted from someone acting on another's behalf, such as an appointee, if it is considered reasonable.

8 Changes in circumstances

8.1 The Council may revise an award of Exceptional Hardship where the applicant's circumstances have changed which either increases or reduces their Council Tax Support entitlement.

9 Duties of the applicant and the applicant's household

9.1 A person claiming an Exceptional Hardship payment is required to:

- Provide the Council with such information as it may require to make a decision; and
- Tell the Council of any changes in circumstances that may be relevant to their ongoing claim within 21 days of the change

10 The award and duration of an Exceptional Hardship award

10.1 Both the amount and the duration of the award are determined at the discretion of the Council, and will be done so on the basis of the evidence supplied and the circumstances of the claim.

10.2 The start date and duration of any award will be determined by the Council. The maximum length of the award will be limited to the financial year in which the claim is received.

10.3 In all cases an exceptional hardship award will end in the following circumstances:

- At the end of the financial year or a time specified by the Council;
- The liability to pay ends.
- The property becomes empty or unoccupied

- The customer enters any form of bankruptcy proceedings
- The customer's financial circumstances change. The customer must inform the Council of any changes to their circumstances within 21 days

11 Payment

11.1 Any Exceptional Hardship award will be made direct onto the taxpayer's Council Tax account, thereby reducing the amount of Council Tax payable.

12 Overpaid Exceptional Hardship Payments

12.1 Overpaid Exceptional Hardship payments will generally be recovered directly from the applicant's council tax account, thus increasing the amount of council tax due and payable.

13 Notification of an award

13.1 The Council will notify the resident of the outcome of their application for an Exceptional Hardship award.

14 Appeals

14.1 Exceptional Hardship awards are granted under S13A(1a) of the Local Government Finance Act 1992 as part of the Council Tax Support scheme, as such the normal Council Tax appeal process applies and an appeal can be made at any time. The initial appeal should be made to the Council who will review any decision. Ultimately any decision can be considered by an independent Valuation Tribunal.

15 Fraud

15.1 The Council is committed to protect public funds and ensure funds are awarded to the people who are rightfully eligible to them.

15.2 An applicant who tries to fraudulently claim an Exceptional Hardship payment by falsely declaring their circumstances, providing a false statement or evidence in support of their application, may have committed an offence under The Fraud Act 2006.

15.3 Where the Council suspects that such a fraud may have been committed, this matter will be investigated as appropriate and may lead to criminal proceedings being instigated.

16 Complaints

16.1 The Council's 'Complaints Procedure' (available on the Councils website) will be applied in the event of any complaint received about the application of this policy.

17 Policy Review

17.1 This policy will be reviewed on an annual basis and updated as appropriate to ensure it remains fit for purpose. However, a review may take place sooner should there be any significant changes in legislation.