

FOI 411/2016

REQUEST AND RESPONSE

1) How many applications for Discretionary Housing Payments were made to your council by eligible applicants in the 2015-2016 financial year?

429 One Off applications for things like Deposits/rent in advance and 335 Ongoing applications

2) How many of those applications were rejected/unsuccessful?

19 of the One Offs and 34 of the Ongoing applications were unsuccessful

3) What were the five main reasons that eligible DHP applicants had their DHP applications turned down in the 2015-2016 financial year?

We only have 3 reasons for declining an application and they are- Affordability, Not engaging with the relevant departments or have had a previous DHP

4) If one of the reasons that eligible applicants were turned down was that application forms were not adequately completed, could you please let me know:

-if the council follows up inadequately completed forms with applicants and how – does the council contact applicants to ask for missing information, or offer a service to help applicants fill in forms correctly if they have support needs?

We phone or write to the customer to explain what further information is required in order for us to make a decision on the DHP application.

We only have an online DHP application now and if the customer cannot manage to complete it we advise them to seek help from our local CAB office or One Support.

- what information do applicants in these cases generally neglect to include – is it supporting information (such as bank statements) that is left out, or do people not complete fields in the application forms?

Bank statements is the most common reason we cannot complete the application.

5) Does your council restrict the number of DHP awards an applicant can receive? If Yes, how many awards can an eligible applicant receive? Are they excluded from multiple applications even if their financial circumstances remain the same/don't improve?

One Off applications for deposits/rent in advance are generally restricted to one application however there has been the exception that has received more than one.

Ongoing applications are based on the personal circumstances of the applicant so each case is looked at individually and based on it's own merit, we do not restrict applications.

6) Are DHPs ever awarded to applicants who do not complete your formal application forms – for example, will your council award DHPs to applicants whose councillors or support workers apply on their behalf by email or phone call? If Yes, how many DHPs were awarded that way in the 2015-2016 financial year?

No, we need an application form completed, however as it's an online form it can be completed with the help of support workers, although we do not keep statistics on how many are completed by support workers.

7) Did your council exceed its government Discretionary Housing Payment allocation in the 2015-2016 financial year? Did your council top up its government allocation?

Yes and yes

8) Did your council return any DHP monies to the DWP as unspent in the 2015-2016 financial year? If Yes, what was the total amount returned?

No we slightly overspent

9) How many applications for Discretionary Housing Payments were made to your council by eligible applicants in the 2014-2015 financial year?

439 One Off applications and 483 Ongoing applications