

# **Council Tax Support Discretionary Hardship Payments Scheme Policy Framework**

- 1. Introduction**
- 2. Purpose and Principles of the Scheme**
  - eligibility**
  - p Payment**
- 4. Applications & Processing of claims**
- 5. Review Process**
- 6. Financial Constraints and Controls**

## Discretionary Cou

2.3 This scheme is a cash limited discretionary fund to support people to meet their council tax liability where they are able to demonstrate hardship. The test of hardship will be determined by the applicant's individual circumstances and financial ability to make payment.

2.4 The process will be administered by the Benefit Service.

2.5 Each application will be considered on its own merits.

2.7 Where appropriate we will continue to utilise the Council's on-going support mechanisms for debt management, maximising benefit or referrals to specialist advocacy services.

### **Section 3: Discretionary Council Tax Support Hardship Payment.**

3.1 An award of Discretionary Council Tax Hardship payment will be considered to meet the



submit an application if the customer is vulnerable and requires support. The applicant must provide their consent in writing in these circumstances.

4.

- In writing
- By means of electronic communication

5.4 The review decision reached by the second officer will be