

## Response to Request for Information

Reference      FOI 000977  
Date            7 March 2017

### *Discretionary Housing Payment*

#### Request:

1. On how many occasions since 7 November 2016 have you made a prospective discretionary housing payment ('DHP') award to households affected by the benefit cap, that is, agreed to make payment before a tenancy agreement has been entered into? If you do not have figures for the period since 7 November 2016, please provide figures for the 3 month period prior to the date on which figures were last captured.

*We have not received any requests of this kind.*

2. On how many occasions have you made an indefinite award of DHP (subject to continued eligibility) for a benefit capped household?

*We do not make indefinite awards all awards are for a fixed term which is reviewed upon completion.*

3. What is the median length of time for a DHP for benefit capped households?

*The median award period for a DHP awarded to benefit capped households since 07/11/16 is 13 weeks.*

4. What is the maximum period of time between an application for DHP and the decision that payment will be made?

*I have assumed that questions 4 and 5 are in regards to those DHPs awarded to Benefit Capped households since 07/11/16.*

*The maximum period of time between an application for DHP and a decision being made is 71 days. However, the average period of time between a DHP application and award being made for Benefit Cap Households is 3 days.*

5. What is the maximum period of time between an application for DHP and the payment of DHP?

*In the case which took 71 days (for all information to be collected) and a decision to be reached, a payment was made 6 days later. Increasing the period of time between the DHP application being received to a payment being made to 77 days.*

[NOT PROTECTIVELY MARKED]

Ongoing DHP awards are paid in line with the customers Housing Benefit Payment Cycle. However, in addition to the normal payment cycles we also have two emergency payment cycles which run twice weekly, these are set to pick up backdated awards or one off payments which missed the normal payment cycle. Therefore on average we would make a payment for most DHP awards within one week of the decision being made.