

## POLICY AND RESOURCES COMMITTEE – 1 NOVEMBER 2021

### PART I - DELEGATED

#### 5. **HARDSHIP RATE RELIEF POLICY**

##### 1. **Summary**

- 1.1 To advise Members of some minor changes required to the Hardship Rate Relief Policy.

##### 2. **Details**

- 2.1 The Hardship Rate Relief Policy has been updated to include some detail on time scales for processing requests and appeals for Hardship Relief payments.

##### 3. **Options and Reasons for Recommendations**

- 3.1 The policy has been amended to include a timescale in which applications for rate relief are assessed and some detail explaining what happens if a ratepayer is dissatisfied with the outcome of the relief request. The inclusion of this information makes the process clearer to both officer and applicant.

##### 4. **Policy/Budget Reference and Implications**

- 4.1 None specific

##### 5. **Financial**

- 5.1 None specific

##### 6. **Legal, Equal Opportunities, Staffing, Environmental, Community Safety, Public Health, Customer Services Centre, Communications & Website, Risk Management and Health & Safety Implications**

- 6.1 None specific.

##### 7. **Recommendation**

- 7.1 That the Policy and Resources Committee agree the changes to the policy.

Report prepared by: Jane Walker – Head of Revenues and Benefits

##### **Data Quality**

Data sources: Not applicable

##### **Background Papers**

##### **APPENDICES / ATTACHMENTS**

Hardship Rate Relief Policy