

Recoverable hardship payment

Application form

Please read the notes before you fill in this form.

Do not be put off because the form looks long. It will not take you as long as you think to fill in. You will not usually have to answer all the questions.

You may not get a recoverable hardship payment if you do not:

- answer all the questions on the form that apply to you and your household, and
- bring us all the documents we ask for.

If you need any help to fill in this form, get in touch with us.

Universal Credit is operated by the Department for Work and Pensions.

For our use: Office code Office name Issue date / /

UC10 08/13

Notes

What is a 'recoverable hardship payment'?

A recoverable hardship payment is a payment of Universal Credit that can be made if your Universal Credit has been reduced by:

- a sanction because you have not met work-related requirements on your Claimant Commitment
- a sanction because you've left or lost work without good reason, or
- a fraud loss of benefit penalty following a criminal benefit fraud investigation which resulted in a conviction, or acceptance of a penalty as an alternative to prosecution.

The payment can be made if you can show you are doing all you've been asked to do to seek or increase your level of work.

When can I apply for a recoverable hardship payment?

You can apply for a payment if:

- you have received a Universal Credit payment that's been reduced by a sanction or penalty, or would have received that payment if the amount of your Universal Credit had not been fully reduced by the sanction or penalty, and
- you are sanctioned or serving a fraud loss of benefit penalty and you're aged 18 or over, or your partner is sanctioned and aged 18 or over.

What must I do to get a payment?

If you meet the conditions described above, you (and your partner, if you have one):

- should complete this application form and provide any supporting information you're asked to submit
- must show that you have, where applicable, met the work preparation activities you've been asked to complete
- must show that in the 7 days before making this application you have completed all steps required of you to search for work, and
- you must agree that the payment can be recovered from future payments of Universal Credit and other benefits you may get that are not subject to sanction or penalty.

You must be able to satisfy a decision maker that because of the sanction or penalty that applies to your latest payment of Universal Credit, you:

- cannot meet your immediate needs, or those of your household, relating to your accommodation, food, heating or hygiene costs
- have taken all reasonable action to seek other sources of help to meet, or partially meet, those needs, and
- have made efforts to reduce all your non-essential expenditure.

We use **partner** to mean

- a person you are married to or a person you live with as if you are married to them, or
- a civil partner or a person you live with as if you are civil partners.

We use **child** to mean a person aged under 16 who you or your partner have the main responsibility to care for.

We use **qualifying young person** to mean a person aged from 16 to 19 in non-advanced full-time education, who you or your partner have the main responsibility to care for.

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How to apply

Fill in all the parts of this form that apply to you and your household.

Please make sure that you (and your partner, if you have one) sign the **Declaration** at **Part 7**.

You must provide evidence to support your application. This includes:

- Information on why you cannot meet your housing, food, heating or hygiene needs.
- Information about any medical condition, such as a note from your doctor or healthcare professional.
- Details of any money, savings or investments you or anyone in your household have, including bank statements or building society books.
- Other benefits you or anyone in your household get.
- Details of any money you or anyone in your household are owed, such as income, and when you expect to get it.

Please note that any decision about a recoverable hardship payment may be delayed if we have to ask for more information.

What happens after I've applied?

We will ask you to attend an interview. This will normally be at the Jobcentre that deals with your Universal Credit claim, but may be by phone if you're unable to attend the office.

It is important that you attend the interview, or are available to be contacted on the phone, at the agreed time so that we can check your application.

After the interview, we will decide whether you have met the criteria and are not able to meet your immediate needs, or the needs of your children or qualifying young person who you're responsible for.

We'll let you know our decision by phone, within 48 hours.

How much will I get?

If you qualify for a payment, it will cover the period from the date you qualify to the day before you're due to get your next actual monthly payment of Universal Credit. That includes the date you would have got your next payment were it not fully cancelled out by the sanction or penalty and other deductions such as household income or other benefits.

If you get paid Universal Credit more often than monthly, we will still use the date you would have got a monthly payment to work out how much recoverable hardship payment you will get.

The amount you get is based on 60% of the daily amount that your benefit was reduced by.

If you qualify to get a payment 7 days or less from the date your next monthly payment is (or would be) due, we can extend this to the earlier of:

- the last date your payment will be reduced by a sanction or penalty, or
- the date before your next month's payment is (or would be) due.

We will tell you how much you will get.

When will I get paid?

If you qualify for a payment, it will be sent to you as soon as possible. You'll continue to get more frequent payments if you normally get paid more often than once a month to help with your budgeting needs.

What do I do after getting a payment?

You (and your partner, if you have one) must continue to attend the Jobcentre if you're required to do so. You must continue to meet any requirements on your Claimant Commitment, and do everything you can to seek or increase work or income.

If you do not do this, it may affect whether any further application you make can be paid.

When you get your next payment of Universal Credit (or would have got it), if you feel you are still unable to meet your household's basic and essential needs, you must apply again.

Notes

What happens after a sanction or penalty no longer applies to my Universal Credit?

The total amount you get as recoverable hardship payments will be recovered by deductions from your Universal Credit after your sanction or penalty. The deductions can be up to 40% of the amount you get as a standard allowance.

Recovery will be suspended if you (or your partner, if you have one) start work and the total income equals or exceeds the minimum level we'd expect you to earn.

Any outstanding balance will be written-off once you (or your partner, if you have one) have been getting this level of income for a total of 26 weeks since a sanction or penalty last applied to your Universal Credit.

What happens if I don't qualify for a recoverable hardship payment and I think the decision is wrong?

You, or someone who has the authority to act for you, should phone or write to us within one month of the date of the letter telling you why we did not approve your application..

You can ask us for a written statement of the reasons for our decision. Or you can ask us to look at the decision again, if you think there's something that has been overlooked, or if you have more information that may affect the decision. We call this a 'Mandatory Reconsideration'.

When we have looked at the decision again, we will explain our reasons in a Mandatory Reconsideration letter. This will include information you'll need if you wish to appeal.

You can only appeal **after** you have asked for a Mandatory Reconsideration and we have looked at the decision again.

If you contact us within one month and we can change the decision, the Universal Credit amount will be adjusted. If you don't contact us within this period, we may not be able to look at the decision again. If we can change it, it will usually only be adjusted from the date we hear from you.

How we collect and use information

Universal Credit is operated by the Department for Work and Pensions.

The information we collect about you and how we use it depends mainly on the reason for your business with us. But we may use it for any government purposes, which include:

- social security benefits and allowances
- employment and training
- private pensions policy, and
- retirement planning.

We may get information from others to check the information you give to us and to improve our services. We may give information to other organisations as the law allows, for example to protect against crime.

To find out more about how we use information, go to www.gov.uk or contact us.

Now please fill in this application form and make sure you (and your partner, if you have one) sign the **Declaration** at **Part 7**.

Part 1: About you and your household

Your address

This is the address you live at
(we call this 'your household')

Postcode

Home phone number

Code	Number
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Surname

Other names

Title

Mr Mrs Miss Ms	Other title	<input type="text"/>
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Date of birth

 / /

National Insurance (NI) number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Mobile or daytime phone number

(if different from your home phone)

Code	Number
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Does anyone else live in your household?

(If you live in a flat or shared building, your household is all the rooms you live in behind a lockable front door)

No

Yes You'll need to tell us about everyone else who lives in your household on this form. If there's more than 2 other adults, please give more details using the space provided on the next page. Other adults might be your partner, a parent or grandparent, grown-up children, friends or lodgers.

Surname

Other names

Title

Mr Mrs Miss Ms	Other title	<input type="text"/>
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Date of birth

 / /

National Insurance (NI) number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Mobile or daytime phone number

(if different from your home phone)

Code	Number
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What is this other adult's connection to you?

Second other adult (if there is one)

Mr Mrs Miss Ms	Other title	<input type="text"/>
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 / /

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Code	Number
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Part 1: About you and your household (continued)

Please tick **ALL** the boxes that apply to you or someone else in your household

Are you, or another adult in your household, pregnant?

You

No

Yes

When is the baby expected?

Other adults in your household

No

Yes

When is the baby expected?

Are you, or another adult in your household, responsible for children or qualifying young persons who usually live with you?

No

Yes

No

Yes

Who is responsible?

Are you, or another adult in the household, responsible for the care of an ill or disabled adult?

No

Yes

No

Yes

Who is responsible?

If so, who is being cared for?

Households with more than 2 other adults

If your household has more adults than you and the 2 others you've already told us about, please give us more details here.

Part 2: Reason for your application

Tell us why you're applying for a recoverable hardship payment. You can only get a payment if you can show that you cannot meet your household's immediate needs for essential:

- housing costs
- food needs
- heating requirements, or
- expenses for hygiene products or services.

Complete any of the sections in this part that support your application.

2A: Your housing costs

Tell us what it is you cannot do, for example pay your rent. You will need to tell us about:

- your current housing costs
- what you have spent any housing element of Universal Credit you had on, and
- how much any other adult in the household contributes towards your housing costs.

NOTE: You cannot get a recoverable hardship payment to meet amounts deducted from your Universal Credit award because of under occupancy.

You must support your statement with appropriate documents, such as a rent book, or a letter from your landlord, letting agent or lender.

2B: Your food needs

Tell us:

- why you do not have, or have access to, enough food for yourself and your household or the ability to store food and prepare meals.
- when you last shopped for food and how long it was meant to last (including any reason for why you ran out of food sooner than expected), and
- about any special dietary needs that you or anyone in your household has because of a medical condition.

You must provide any supporting information you can.

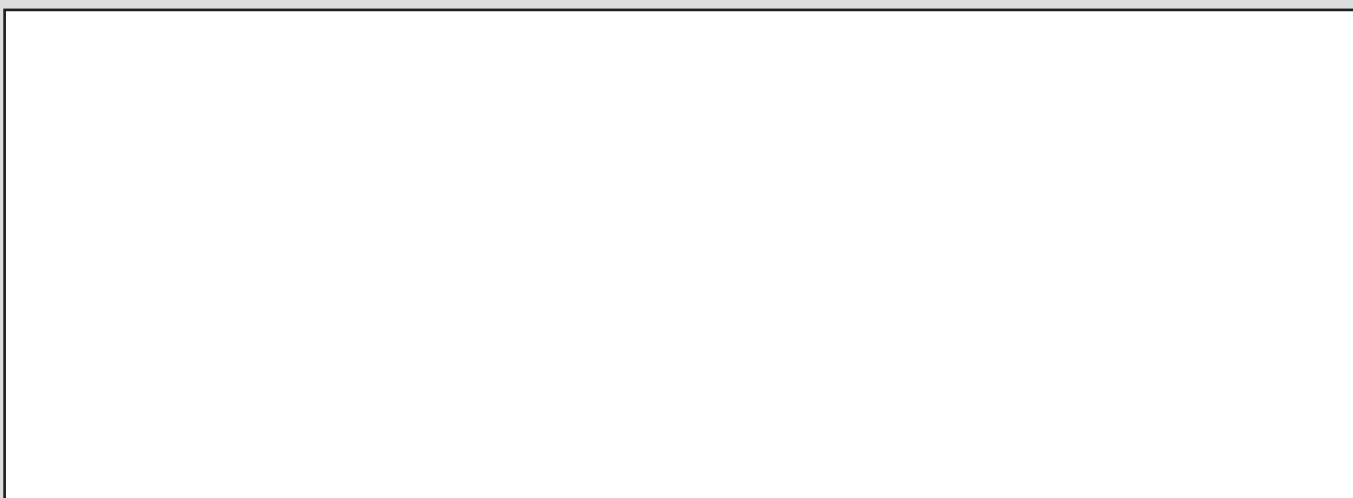
Part 2: Reason for your application (continued)

2C: Heating your home

If you cannot heat your home, tell us why. Include:

- how you normally heat your home (such as gas, coal or electricity)
- how you usually pay for your heating supply such as cash, pre-payment meter card or direct debit
- how often you pay (such as weekly or monthly)
- when the last bill was paid and when the next is due, and
- when your heating supply will run out.

Tell us about any special requirement you or anyone in your household has.



You must support your statement with appropriate documents, such as:

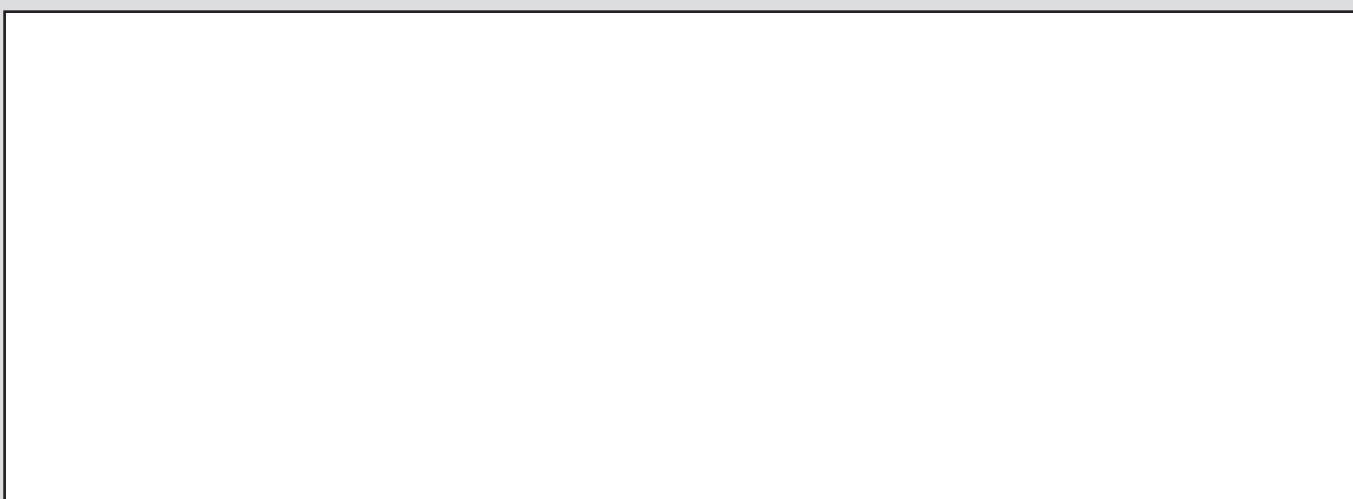
- your energy supplier's statements, bills or letter about your energy supply, or
- a doctor or healthcare professional's letter saying you or anyone in your household need a particular level of heating.

2D: Hygiene products and services

If you do not have enough money to buy products and services to maintain you and your household's hygiene, tell us what it is you need and why. For example:

- sanitary products
- nappies
- toilet paper
- soap or detergents
- laundry services, or
- medication.

You cannot get a recoverable hardship payment if these items or services are free from alternative sources, such as from your doctor or health centre.



If these needs relate to a health condition that you or anyone in your household has, you will need to provide evidence from the person's doctor or healthcare professional.

Part 3: Other help to meet your needs

Tell us in the space provided what you've done to try to meet your household's needs that you have described in Part 2. You can only get a recoverable hardship payment if you show that you have taken reasonable action to find help from other sources that may be available to you.

We **do not** expect you to:

- take on or increase debts by seeking or increasing loans or credit arrangements,
- sell or pawn items you or anyone in your household own,
- find cheaper housing, or
- rely on charities (but we do expect you to consider this).

But we **do** expect you to:

- consider asking your relatives for help
- access free help to meet your hygiene needs, where you or anyone in your household has a medical condition
- ask about the possibility of increasing the hours you work, if you are employed
- consider contacting local charities, support groups and other organisations that may help you meet your immediate needs, and
- take steps to access savings or investments you or anyone in your household have.

Tell us:

- What help is available?
- When is it available?
- If not immediately, tell us why.

Part 4: Reducing what you spend

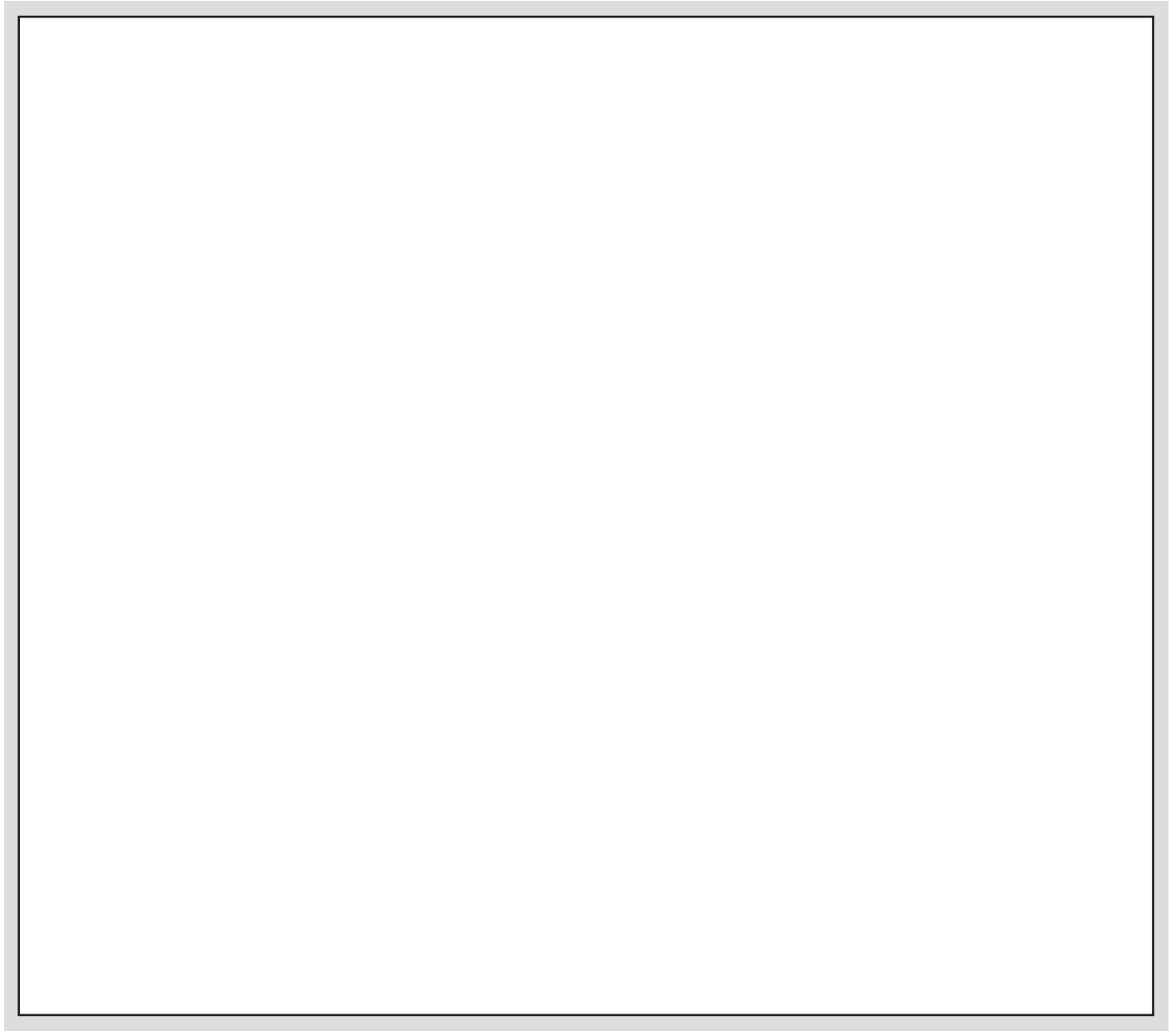
Tell us in the space provided what you and your household have done to reduce any costs that do not relate to your immediate needs.

We **do not** expect you to reduce costs for:

- you, or anyone in your household, to look for work, or
- mandatory educational activities for any child or qualifying young person you're responsible for (but we do expect you to find out if free or subsidised help is available to meet these costs, such as for school uniforms).

But we **do** expect you to:

- cancel clubs and society memberships
- serve contractual notice to cancel leisure and home entertainment services, providing this would not lead to paying penalty charges, and
- cut out spending on entertainment and leisure activities.



Part 5: About money

5A: Money you get

Tell us about all your social security benefits you or anyone in your household get, even if they aren't on this list. We'll tell you if they affect your application for a recoverable hardship payment.

- Attendance Allowance
- Bereavement Allowance
- Carer's Allowance
- Child Benefit
- Disability Living Allowance
- Employment and Support Allowance
- Incapacity Benefit
- Income Support
- Industrial Death Benefit
- Industrial Injuries Disablement Benefit
- Jobseeker's Allowance
- Maternity Allowance
- Motability or any other help with mobility problems, such as an invalid vehicle
- Pension Credit
- Personal Independence Payment
- Reduced Earnings Allowance
- State Pension
- Severe Disablement Allowance
- Unemployability Supplement
- Widow's Benefit
- Widowed Mother's/Parents Allowance
- any other social security benefit

Do you, or anyone in your household, get any social security benefits?

No Please go to **Part 5B** ▶

Yes Please tell us about this below.

Name of benefit

Benefit 1

Who gets it?

How much is paid?

£

Date of last payment

/ /

Date of next payment

/ /

Benefit 2

£

/ /

/ /

Name of benefit

Benefit 3

Who gets it?

How much is paid?

£

Date of last payment

/ /

Date of next payment

/ /

Benefit 4

£

/ /

/ /

Part 5: About money (continued)

5B: Money you're owed

Are you, or anyone in your household, owed any money?

For example, income from a job, money lent to someone, or maintenance payments.

No Please go to **Part 6** ▶

Yes Please tell us about this below.

Who is owed this money?

How much money are they owed?

What is this money owed for?

When do you expect the money to be paid back?

Money owed 1

Money owed 2

Part 6: About savings

Do you, or anyone in your household, have any savings?

Including cash, money in a bank, building society or Post Office® account, shares, money in a trust fund, or savings you hold for someone else.

No Please go to **Declaration** ▶

Yes Please tell us about this below.

How much are the savings?

Whose savings are they?

What is the earliest date the money could be available?

How much could be available on this date?

If the money is not available immediately, please tell us why.

Savings 1

Savings 2

Part 7: Declaration

If you have a partner, you must both read and sign this **Declaration**.

I/we understand that:

- if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action
- I must promptly tell Universal Credit of anything that may affect my qualifying for, or the amount of, that benefit
- any information provided in connection with this and any other claim may be used in connection with this and any other claim to social security benefits (including any reduction in your Council Tax) that I have made or may make, and
- Universal Credit is operated by the Department for Work and Pensions.

I agree that:

- Universal Credit or any organisation with which the government has a contract for the provision of medical services, or
- any doctor providing services to Universal Credit or that organisation

may ask any of the people or organisations mentioned in this form for any information which is needed to deal with this application for a recoverable hardship payment.

I/we further agree that any recoverable hardship payment will be paid back out of:

- **future payments of Universal Credit that I qualify for, that are not liable to a sanction or penalty**
- **other social security benefits, or**
- **through debt recovery.**

I/we declare that:

- the information I have given on this form is correct and complete as far as I know and believe, and I have included all my income and savings.

Under the law, it is an offence to fail to notify a change of circumstances promptly. Failure to tell us about a change in your circumstances promptly may result in action being taken.

- Please tick this box if someone else filled in this form for you.

Your declaration

Your signature

Date

Your partner's declaration

Partner's signature

Date

For our use

Declaration

The answers I have given to the questions on this form have been read back to me.

I agree they are correct and complete as far as I know and believe.

Your declaration

Your signature

Date

Interviewing officer's signature

Interviewing officer's name