

Devon Supporting People Programme

Back-dating Payment Policy

1. Introduction

- 1.1 This policy refers to clause C3.5 of the Standard Block Subsidy purchasing agreement and C5.6 of the Performance Based Block Subsidy purchasing agreement.
- 1.2 It outlines the procedure for dealing with the back-dating of payments in relation to service users eligible to receive a Supporting People subsidy.

2. Block Subsidy Agreements

- 2.1 Supporting People block subsidy payments are paid on a four weekly in advance basis in respect of eligible service users.
- 2.2 Under clause C3.4 (Block subsidy purchasing agreement) and C5.5 (Performance Based Block Subsidy Purchasing agreement) the Service Provider must notify the Service Purchaser within 10 working days of receiving the Tenant Subsidy schedule from the Service Purchaser of any errors. Both clause C3.5 and C5.6 state that at the same time the Service Provider notifies the Service Purchaser of any errors or changes in accordance with clause C3.4 and C5.5, they shall also provide the Service Purchaser with the following information relating to the period since the previous payment, using the four-weekly notification form.
 - a) Details of any service user who ceases to be a service user of the Service Provider, or gives notice to quit or otherwise ceases to be a recipient of the services from the Service Provider.
 - b) Details of any new service user of the Service Provider.
 - c) Any information that the Service Provider has regarding any service user which relates to their status, or claim, to be an eligible service user.
- 2.3 When the Supporting People team are notified of eligible service users, the maximum period for which subsidy payments will be back-dated will be **3 months (13 wks)**. This period will be calculated from the date when **ALL** necessary paperwork (**four-weekly notification form, housing benefit evidence and a data consent form**) has been received. If this date falls on a day other than a Monday, payments will be back-dated to the preceding Monday.
- 2.4 In so doing Providers should **not** levy any support charges to service users for periods in excess of the 3 month maximum paid by supporting people.
- 2.5 Fairer charging. Payments made on the basis of a successful Fairer Charging Assessment outcome will commence on the first Monday on or after the date of receipt of the application form.

3. Exceptions

- 3.1 There will be a small number of exceptions in which subsidy payments could be back-dated in excess of three months and up to maximum of 6 months:
 - 3.1.1 Where the Service Provider can clearly evidence that there has been a delay in being informed by the Housing Benefit Department of a service user's HB entitlement. The Supporting People team will require this information to be submitted **within 4 weeks from the date of housing benefit confirmation**.

- 3.1.2 In cases where a Fairer Charging Assessment application has been received for a tenancy starting **within the previous 3 months**, payments may be backdated to the start of tenancy
- 3.1.3 Where the Service Provider had been unaware that housing benefit was paid direct to the service user and subsequently obtains confirmation from the Housing Benefit department. A copy of this confirmation should be received by the Supporting People team **within 4 weeks from the date on the confirmation letter**. If this is not achieved, arrears will be limited to 3 months from the date of receipt of the letter by Supporting People.
- 3.1.4 In situations where a service user is deceased and tenancy has been taken over by spouse/partner.