

## Exceptional Hardship Applications and Awards

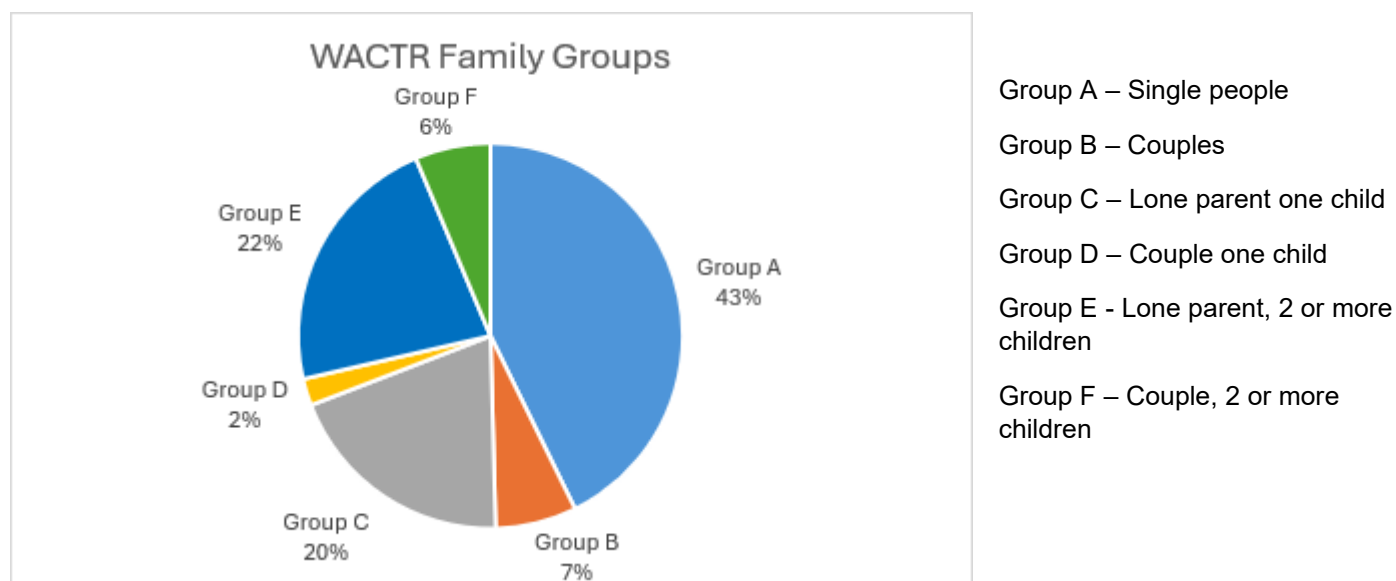
The table below gives a breakdown of the Exceptional Hardship data for the period 1.4.22 to 1.10.25

Financial Year	Total Spend	Number of Applications	Number of Awards (including reconsiderations)	Number of reconsiderations	Reasons for awards
2022/2023	£15.6k	128	48	7, of which we made 7 awards	19 for Financial reasons £5.9k 4 for Scheme changes £2.0k 25 for Vulnerability £7.7k
2023/2024	£13k	99	34	3, of which we made 2 awards	12 for Financial reasons £3k 8 for Scheme changes £4.5k 14 for Vulnerability £5.5k
2024/2025	£8.7k	119	28	6 with no awards	13 for Financial reasons £4.2k 4 for Scheme changes £1.8k 11 for Vulnerability £2.7k
2025 at 1.10.25 (6 months)	£3.8k	55	11	4 with no awards	4 for Financial reasons £1.2k 5 for Scheme changes £1.7k 2 for Vulnerability £0.9k
Totals		401	121		

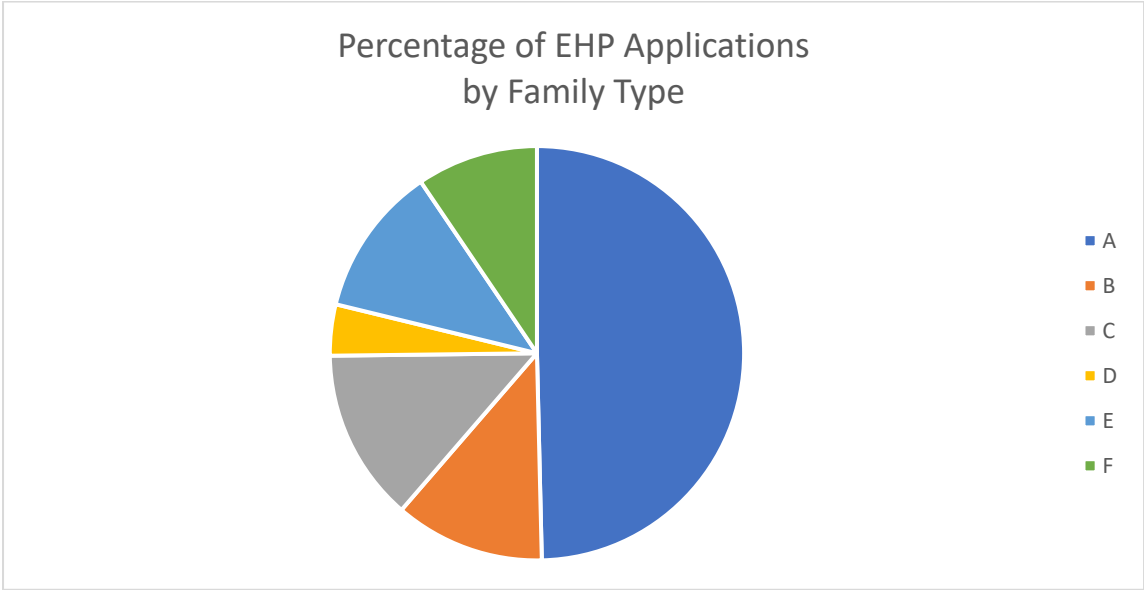
The table and information above summarises all Exceptional Hardship applications and awards made since 1.4.22.

- The data indicates a small decline in the number of annual awards despite a consistent number of applications.
- With the migration from legacy benefits to Universal Credit due to be completed before April 2026, we anticipate a potential increase in the number of applications within the next 6 months as customers WACTR awards change in line with their new Universal Credit entitlements.

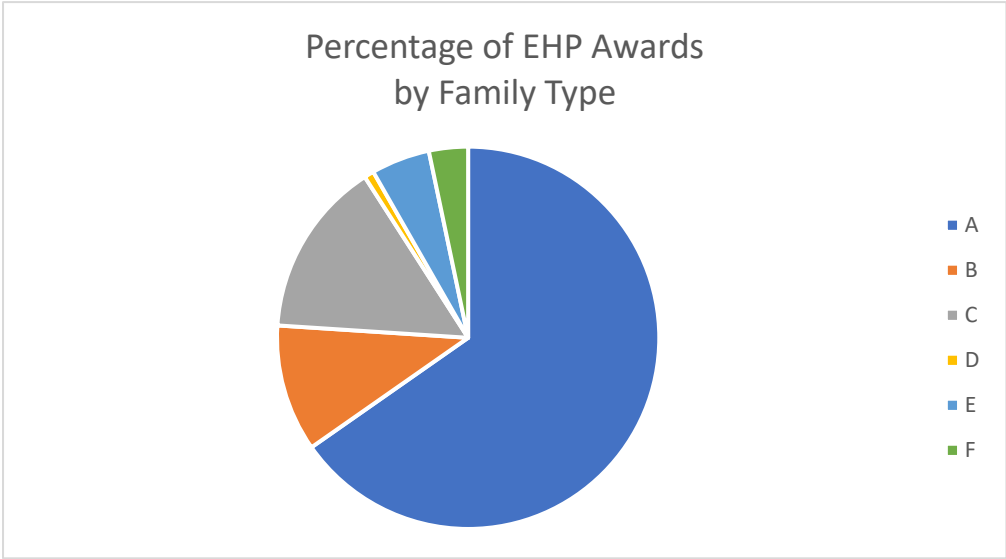
The chart below illustrates the demographic of our current WACTR caseload



This is the demographic of the Exceptional Hardship applications since 1.4.22. It shows that in line with the majority group for our WACTR claimant being single person households(group A), the majority of applications are made by single people.



The Exceptional Hardship awards we make for each family groups are as follows:



This shows we make most of the awards to our largest demographic, this being single people (group A).

Couples with children (groups D and F) are the least likely to be successful, usually because they have sufficient available income to afford their Council Tax liability.

A review of all applications for customers with a disability gives us the following information which confirms that around half of all applicants have a disability and of those, around a third have been awarded an Exceptional Hardship award. Two thirds of people with a disability can afford their Council Tax liabilities after allowing for all disability related spend and only a few of those, which include people who have a history of not paying, fall behind with their instalments and experience formal recovery action.