

## What happens if your circumstances change?

If your circumstances change, for example someone moves in with you, you **MUST** tell us because it may affect the amount of benefit we pay you. **For more information please read leaflet 8 (Changes in circumstance)**

## What you can do if you don't agree with our decision

If you don't agree with our decision you can ask us to look at it again. If you want to dispute the decision you must do this in writing giving the reasons why you think it is wrong. You must do this within one calendar month of the date of our decision letter to you. **For more information on making an appeal please read leaflet 22 (Disputes and appeals)**

## Free School Meals

If you have dependant children who receive full time education from Swindon Borough Council, the information you provide on your Housing Benefit/Council Tax Benefit claim form will be used to automatically assess your entitlement to free school meals.

### Fraud Hotline

“Do you know someone who is falsely claiming benefit”  
Don't let them get away with it.  
Ring the Fraud Hotline on  
**01793 464690**

## Other information leaflets available

- 1 *Who can claim and how (People over 60)*
- 2 *Who can claim and how (People under 60)*
- 3 *Under 25's/Young People*
- 5 *Students*
- 6 *People from abroad*
- 7 *Working and claiming*
- 8 *Changes in circumstance*
- 9 *Overpayments*
- 10 *Rents and charges*
- 11 *Pre Tenancy Determinations*
- 12 *Non-dependants*
- 13 *Absence from home*
- 14 *Claiming benefit on two homes*
- 15 *Backdating*
- 16 *Discretionary Housing Payments*
- 17 *Second Adult Rebate*
- 18 *Customer service and home visits*
- 19 *Child Care Costs*
- 20 *Self-Employed*
- 21 *Information for landlords*
- 22 *Disputes and appeals*
- 23 *Savings and investments*
- 24 *Counter Fraud*
- 25 *Verification of documents*
- 26 *Dealing with Bereavements*

If you would like to receive this information in another language or in another format such as large print, Braille or on audio tape, please contact Customer Services on 01793 463725 for further information.

## Lone parents

Version 2 February 2007

4

Housing  
Benefit

Council  
Tax

Second Adult  
Rebate

Rent

Council Tax  
Benefit

Pension  
Credits

## Who is a lone parent?

A Lone Parent is someone who does not have a partner but who is responsible for, and is a member of the same household as, their child or young person.

## How you can claim?

There are two ways you can make a claim.

If you are making a new claim for Income Support or Jobseekers Allowance (Income Based) and you also wish to claim Housing Benefit and/or Council Tax Benefit at the same time, you must complete a claim form (HCTB1) and send it to the Jobcentre Plus office.

In all other cases you will need to contact the Council.

You can make a claim by: -



phone on 0845 8500 962  
(8.30am- 5.30pm) local call  
rates apply



making an appointment at our  
offices at Wat Tyler House West in  
Beckhampton Street. Opening hours  
(9.00am-4.30pm)



downloading a form from our  
website at [www.swindon.gov.uk](http://www.swindon.gov.uk)

writing to: The Benefits Office  
Swindon Borough Council, Civic Offices  
Swindon SN1 2JH

If you write to us requesting benefit we will still need to ask you to complete a form.

When you make a claim, we will look at your income after deductions for tax and National Insurance, your savings and assets, half of any contributions you make towards your pension, your personal circumstances and your rent and/or Council Tax liability.

If you are having difficulty in completing the form we can help you. **For more information please read leaflet 18 (Customer service and home visits)**

## What we will do next

We will calculate your benefit entitlement based on the information you have told us about yourself and your circumstances.

If there is a shortfall between the rent you pay and the amount of benefit we can give you, we can consider topping up your benefit by means of a Discretionary Housing Payment. This is an extra payment we can give you over and above your benefit for a short period of time.

**For more information please read leaflet 16 (Discretionary Housing Payment).**

## Childcare costs

In certain circumstances we can deduct an amount for childcare costs from your earnings if an approved carer looks after

your child. **For more information please read leaflet 19 (Child Care Costs)**

## Second Adult Rebate

If you live on your own and you have someone over the age of 18 come to live with you, you may lose your 25% Single Person Discount from your Council Tax account. In this case you could qualify for Second Adult Rebate but this depends on the circumstances of the person who comes to live with you. **For more information on Second Adult Rebates please read leaflet 17 (Second Adult Rebate)**

## New Deal for Lone Parents

New Deal for lone parents is a voluntary programme designed especially to help lone parents who want to work. It is available to lone parents in receipt of Income Support. To find out more about New Deal for Lone Parents go to [www.newdeal.gov.uk](http://www.newdeal.gov.uk), call 0800 868868 or visit the Jobcentre Plus office in Princes Street.

## Widowed Parents Allowance

You can claim Widowed Parents Allowance if you are widowed and bringing up at least one child or you are expecting your late husband's baby. If you think you might qualify claim straight away by contacting Jobcentre Plus.