



**Sandwell Metropolitan Borough Council
Revenues and Benefits Service
Non-Domestic Rates Hardship Relief Policy**

2026/27



NDR Hardship Relief Policy - Contents

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POLICY STATEMENT

The objective of Sandwell MBC is to treat each and every application for Section 49 Hardship Relief on its individual merits.

1. INTRODUCTION

1.1 Legislation

Sandwell MBC is aware of its duties and powers in accordance with section 49 of the Local Government Finance Act 1988. This Policy sets out how Sandwell MBC will use its powers and the criteria that must be satisfied.

Section 49 of the Local Government Finance Act 1988 gives a Billing Authority the ability, if it so wishes, to reduce amounts due for Non-Domestic Rates.

An Authority may reduce or remit the amount payable, to do so it must be satisfied that:

(a) the ratepayer would sustain hardship if the authority did not do so.

and

(b) it would be reasonable to do so having regard to the interests of other persons subject to its Council Tax charges.

2. GENERAL PRINCIPLES / REGULATIONS

2.1 Purpose

The purpose of this policy is to specify how Sandwell MBC will administer requests for relief from payment of Non-Domestic Rate and to indicate some of the factors that will be considered when deciding if relief may be granted.

Each case will be treated strictly on its merits and all applicants will be treated equally and fairly.

2.2 Statement of objectives

Sandwell MBC will consider applications for relief from payment of Non-Domestic Rate under the provisions of Section 49 of the Local Government Finance Act 1988.

In administering applications, Sandwell MBC will ensure that each application will be given due regard on its merits in accordance to the criteria and process laid down in this policy.

It should be noted that the test of hardship need not be confined to financial matters; all relevant factors should be considered, including the impact on the local community.

3. PROCESS FOR SERVICES

3.1 Applications

Applications will need to be made in writing by any ratepayer wishing to apply for assistance.

In all cases, evidence will be required from the ratepayer. Where this is requested, Sandwell MBC would expect the required evidence to be provided within 14 days of the request unless otherwise stated.

Where no or insufficient information is provided by the ratepayer, no relief shall be granted.

3.2 Criteria for using powers

Sandwell MBC will consider using its powers to reduce or remit Non-Domestic Rate liability for any Non-Domestic Rate payer.

There is a cost implication of any relief awarded which is borne locally and met from the authority's general fund. A reduction or remission of rates on the grounds of hardship should therefore be the exception rather than the rule.

The test of hardship will not be confined strictly to financial hardship. All relevant factors affecting the ability of a business to meet its liability for rates should be considered.

Each case will be considered on its own merits - however the following points should be considered for each application:

- The interests of council taxpayers in an area may go wider than direct financial interests. For example, where the employment prospects in the area would be worsened by a company going out of business, or the amenities of an area might be reduced by, for instance, the loss of the only shop in the vicinity.
- Where the granting of relief would have an adverse effect on the financial interests of council taxpayers, the case for a reduction or remission of rates payable may still, on balance, outweigh the costs to council tax payers.
- The financial position of the business ratepayer. This will need to be established by the provision of audited accounts for the three years preceding the date of the application for remission / reduction (except in the case of a new business where the previous twelve months accounts should be produced).
- The fact that a ratepayer suffers a trading loss in one year should **not** be construed as evidence that the ratepayer would suffer hardship if the rates were not remitted or reduced.
- Any other factors put forward by the ratepayer would be considered on their specific merits.
- Consideration must be given to the amount of relief that can be granted and the effect this will have on the ability of a business to continue to trade.

- Whether the business claiming the relief at the very least pays any employees the National Minimum Wage
- No more than 50% of the total number of employees must be on zero-hour contracts.
- At least 50% of employees should be living in Sandwell

Where a business is making a repeat application, this will only be considered if it can be shown that the circumstances surrounding the application have changed, the details of the application differ and the business has taken reasonable steps to improve its situation.

Where there is a national crisis/pandemic affecting a significant number of businesses and there is government funding available to assist no award will be made.

3.3 Period of relief

Relief will only be granted (as a maximum) to the end of a tax period in which the reduction or remission is requested.

3.4 Responsible Officers

Delegation of authority to reduce or remit non-domestic rates under the provisions of Section 49 has been granted to the Executive Director of Finance and Transformation for amounts up to and including £20,000. The responsibility for making decisions regarding amounts above £20,000 lies with the Cabinet Member for Finance and Resources.

The Non-Domestic Rates team will liaise with the ratepayer in each case to obtain sufficient detail (in line with the criteria as laid out in this policy) to enable the Revenues and Benefits Service Manager to make a decision in their case.

3.5 Decision making process

Sandwell MBC will decide every application for relief where the customer has satisfied the required criteria as laid out in this policy.

The decision-making process will involve:

Stage 1: The Revenues and Benefits Service Manager makes a recommendation to the Executive Director of Finance and Transformation after considering each case on 'its merits' against the information provided by the customer.

Stage 2: The Executive Director of Finance and Transformation will decide whether to award a reduction or remission.

Stage 3: Where the reduction or remission is greater than £20,000, the Executive Director of Finance and Transformation will make a recommendation to the Cabinet Member for Finance and Resources.

3.6 Requirement to Make Payments

Ratepayers must continue to pay any amount of Non-Domestic Rates that falls due pending the outcome of the application.

Sandwell MBC may apply its normal recovery procedures in cases where payments are not received.

3.7 Changes of Circumstances

The ratepayer has a duty to notify Sandwell MBC where a change in circumstance would affect the granting of relief.

The change in circumstances must be notified to Sandwell MBC within 14 days of its occurrence.

Sandwell MBC can revise relief to take account of a change in circumstance.

3.8 Notification

Sandwell MBC will notify a ratepayer of its decision by letter or email within 14 days of receiving sufficient information to make a decision.

3.9 Payments

All awards of relief or discount will be credited against the applicant's business rates account to reduce the amount payable.

3.10 The right to seek a review

Under the Local Government Finance Act 1988, there is no right of appeal against Sandwell MBC's use of discretionary powers. However, a ratepayer's request for a re-determination of its decision will be accepted.

A request for a review / re-determination must be made within four weeks of receipt of notification of the decision and must set out the reasons for the request and any supporting information.

The review process will involve re-consideration of the request on its merits by the Executive Director of Finance and Transformation. Sandwell MBC will consider whether the ratepayer has provided any additional information against the required criteria that will justify a change to its decision.

3.11 Notification of review / re-determination decision

Sandwell MBC will notify a ratepayer of its decision within **28** days of receiving a request for a review or re-determination.

3.12 State Aid/Subsidy Control Regulations

State Aid guidance was withdrawn on 1 January 2021. The Brexit transition period has ended and new rules on Subsidy Control now apply. For current information and to see how this may affect your business please go to <https://www.gov.uk/guidance/state-aid>

If you believe your business will exceed the new subsidy control limits you must contact the Non-Domestic Rates team using our online contact us form located at <https://www.sandwell.gov.uk/contactusbusinessrates> to ask for any relief already awarded to be removed from your account

4. POLICY REVIEW

- 4.1 The policy will be reviewed annually, or sooner if appropriate, to take account of operational adjustments and / or changes to legislation.

5. EQUALITIES

- 5.1 This policy has been produced in line with the Sandwell MBC's obligation to the Public Sector Equality Duty provided by the Equality Act 2010.
No adverse impact on any protected characteristic has been identified as a result of this policy.