

North Devon Policy Household Support April – September 2022

The purpose of this document is to set out the objectives of the scheme and to outline the methods and working practices to meet these.

The Household Support Fund is intended to help individuals and families with rapid short-term financial support to address economic vulnerability and financial hardship until end September 2022. It is designed to ensure that people can access emergency short-term support, for those in most need with regard to food, energy, water bills and wider essential costs.

Scheme Eligibility

The Household Support Fund is intended to help residents who have limited income and ready access to other funds.

Applicants must meet the following criteria:

1. Be over the age of 16; and
2. Live in a Devon district (as your main residence); and
3. Claim an element of Council Tax Reduction; this assessment is based on income and household/personal circumstances

Types of assistance that can be provided

The NDC Household Support Fund can be provide assistance for the following items:

- Food
- Energy and water bills
- **Essentials linked to energy and water** - including sanitary products, warm clothing, soap, blankets, boiler service/repair, purchase of equipment including fridges, freezers, ovens, etc.
- **Wider essentials** – support with essential household items which may include, but are not limited to, support with other essential monthly expenditure which cannot be deferred including broadband or phone bills, clothing, and essential transport-related costs such as repairing a car, buying a bicycle or paying for fuel.

The type and level of assistance will depend on whether the household is of pensionable age (prescribed by DCC as £90 per household) or of working age.

Consideration of the budgetary provision

- Funding for the North Devon Household Support Fund, £250k is provided by Devon County Council as part of their allocation of the national Household fund to support households which contain people of State Pensionable Age.
- Further funding will be allocated to NDC after 6th June 2022 when final numbers are known for the pensionable cohort. This funding will be allocated to working age households within the schemes eligibility.

- Management Information (MI) reporting template, provided by DWP to record the amount provided or paid to vulnerable households under the remit of this grant, will be completed.
- All allocations must be completed by 30th September 2022

Data

- Data may be shared within the organisation to support efforts to redirect an applicant to other support that may be available.
- Data will be held on the relevant district/city council's digital platform and will be protected using up-to-date technical and organisational security measures
- Data will be shared with the Post Office and will not be kept longer than necessary (as per mutual data sharing agreement).
- Data will be used to:
 - i) Determine eligibility for the Household Support Fund and,
 - ii) Make contact about decisions or updates related to the prospective recipient and/or application

Award Process

- Payments will be made via the Post Office Payout Scheme
- Direct contact, via letter, will be made with those eligible households in receipt of Council Tax Reduction, outlining a one-off support payment. Those eligible may contact the respective district/city council to decline the offer, if they so wish.
- This will be followed by a letter, sent by the Post Office, which will include the barcode to redeem at any Post Office
- Each award will have a period of 3 months to be redeemed.