

## Household Support Fund FAQ

- **Who is getting Household support funding/who is eligible?**

Those identified as most in need from Schools and Benefit information held by Enfield Council

- Children in Enfield schools who receive free school meals. See schools FAQ's for more information
- Households In receipt of Housing Benefit, Council Tax Support or Universal Credit and income and circumstances known about the household put them at a most in need category to receive a payment

- **How much will I receive?**

- If targeted through schools, £15 per week per child food voucher for October half term, Christmas, February half term and Easter
- If targeted through Housing Benefits, Council Tax Support or Universal Credit data, you will receive £100 cash via a paypoint link that will be emailed directly to you, using the email address we hold for your claim or by post if no email address held

- **What can I use the funds for?**

- If received a voucher via an Enfield school this should be used towards food for your child during the school holidays
- If cash via paypoint is received this should be used for food, fuel and water costs and any associated essentials or wider essentials

- **When will we receive it?**

- If a school voucher, this will be sent before each school holiday for October half term, Christmas, February half- term and Easter
- If cash via paypoint, either an email or a letter with the paypoint link will be sent by 17<sup>th</sup> December 2021. A refresh of this data will be made the beginning of March 22 so anyone new identified in need, not identified before, will receive £100 cash via paypoint before the end of March 22.

- **How do I apply / when is the application form going to be available?**

- No one can apply for this payment. There is no application form or claims process. The payment is made based on the information Enfield Council holds for those whose children attend an Enfield School and Households receiving Housing Benefit, Council Tax Support or Universal Credit, where the greatest need can be identified.

- **How much will I get?**

- If receiving a food voucher from Enfield schools, this will be £15 per week per child for each holiday in October half term, Christmas, February half term and Easter
- If receiving cash via paypoint, this will be £100

- **How do I know if I've been targeted to receive support?**

- If you will be receiving a food voucher for your child, the school will be in touch with you. See Schools FAQ's for more information
- If you will be receiving £100 cash via paypoint, you will receive an email or letter week ending 3<sup>rd</sup> December 21 to say you will be receiving this cash and another email or letter week ending 10<sup>th</sup> December 21 with the link to paypoint to collect your cash
- If you have not been targeted this time and your circumstances change, making you more in need, then you may receive this payment in March 22

- **I haven't received a payment, but I need help as struggling to pay bills**

Check out the rest of the information on the Financial Hardship website to see what other help and support you may be entitled to. If you are unsure what you are entitled to or need help claiming you can complete our referral form <https://new.enfield.gov.uk/forms/covid-19-welfare-advice-debt-and-benefit-support-referral-form/> Our Welfare Advice and Debt Support team will then contact you to help.

- **Is the Household support funding there to help those who have lost the £20 per week from their Universal Credit?**

The Household Support fund was given to Local Authorities by central government to support those most in need this winter, during the final stages of economic recovery. It has not been given to replace the removal of the £20 per week from Universal Credit.

- **I know someone who has the same income and circumstances as me, but they've received a payment and I haven't. Why is this and what help can I received?**

It may appear that you have the same income and circumstances but there are many factors that would identify someone as being more in need than another, such as expected outgoings from the type of property, the number of people in a household and various ages within that household.

If you have not received a payment, there may be other things you are entitled to. Check out the rest of the information on the Financial Hardship website to see what other help and support you may be entitled to. If you are unsure what you are entitled to or need help claiming you can complete our referral form <https://new.enfield.gov.uk/forms/covid-19-welfare-advice-debt-and-benefit-support-referral-form/> Our Welfare Advice and Debt Support team will then contact you to help.