

Application Guide

Funded by the UK government, the Household Support Fund scheme supports vulnerable Kent households in need of help with significantly rising living costs. As one element of support, we have set up a scheme for professionals to refer people into. This information is for professionals only to support them in making applications, details are **not** to be shared wider.

You can apply up until 31 March 2023, or until the budget is spent.

If successful, support will be provided in the form of the following:

- £100 Post Office cash-out voucher to be used to pay for energy costs within the household. We are also able to consider providing vouchers to off-grid customers.

Vouchers will be sent by email or text. If the person responsible for paying the energy bill within the household does not have a mobile phone or an email account, the vouchers can be posted to their home address.

There is a limited amount of funding available for this scheme and funds will be distributed on a first come, first served basis, with only **one award per household**.

Who is eligible?

There is an expectation for professionals to complete due diligence checks of applications to ensure that recipients of vouchers meet the eligibility criteria as set out below:

Applicants must

- be aged 16 or over
- be a Kent resident, permanently living within one of the 12 local authorities covered by Kent County Council (this excludes Medway, Bromley, and Bexley)
- be in receipt of means tested benefits, or household income is less than £30,000 per annum before tax
- **not** have savings above £250
- ***not** be receiving free school meals support within their household

***Free School Meal eligible families will receive an additional energy voucher for each eligible child via their child's school outside of this scheme.**

We wanted to get the timing right to share an update with you regarding support that is being provided to Free School Meal eligible families. Eligible FSM families will be receiving an energy cash out voucher per eligible child for the value of £50 direct from their child's school. Plans to distribute vouchers are underway and the team responsible for this delivery expect to circulate vouchers to eligible families by 31st March 2023.

Residents with no recourse to public funding are still eligible for the scheme. If a National Insurance number is not available, please email helping.hands@kent.gov.uk with circumstances and reasons why the applicant should receive this support. Please attach all supporting evidence to the email.

Application Guide

Applicant details guide

All applications must be submitted online, the details below are a guide to support you in gathering the required information prior to starting the application online.

Full name	
Date of birth (must be aged 16 or over)	
National Insurance Number If the applicant does <u>not</u> have a National Insurance Number, please email helping.hands@kent.gov.uk about making an application.	
Full address (including postcode)	
Email address	
Landline telephone number	
Mobile number	
Preferred method of receiving voucher?	Email/Text
Please ensure you have entered the email address and/or mobile number correctly as any voucher issued will be sent to the email or mobile number you have given in the application.	
Is the applicant a British or EU citizen who is eligible to claim benefits/welfare support?	Yes/No
Does the applicant receive Income Support?	Yes/No
Does the applicant receive Income based Job Seekers Allowance?	Yes/No
Does the applicant receive Income based Employment and Support Allowance?	Yes/No
Does the applicant receive any type of Pension Credit?	Yes/No
Does the applicant receive Universal Credit?	Yes/No
Does the applicant receive Child Tax Credits?	Yes/No
Does the applicant receive Working Tax Credits?	Yes/No
Has the applicant made a new claim for benefit?	Yes/No
Is the applicant's household income less than £2,500 per month before tax?	Yes/No
To be eligible, the applicant must be in receipt of means-tested benefits or have a household income of less than	

Application Guide

£2,500 per month before tax.	
<u>Circumstances</u>	
Is the applicant currently serving or have they previously served in the British Armed Forces?	Yes/No
Is the applicant in receipt of Personal Independence Payment (PIP) or any kind of disability benefit?	Yes/No
<u>Employment</u>	
Is the applicant employed?	Yes/No If yes, what are their earnings per month? _____ If earnings are above £2,500 we may not be able to provide support as they are over the income threshold.
<u>Savings and other money</u>	
Does anyone in the household have any money or savings?	Yes/No Amount of savings: _____ We are unable to consider applications if they have savings above £250.
<u>Other household members</u>	
Does the applicant live with a partner?	Yes/No
Is their partner employed?	Yes/No
	If yes, what are their partner's earnings per month? ____ If yes, what is their partner's National Insurance Number (for example, XX123456Y) _____
How many dependants live in the household?	
<u>Energy</u>	
Is the applicant responsible for paying for energy in their household?	Yes/No If no, we are unable to provide support with energy costs if the applicant is not responsible for paying for energy in the household.
How does the applicant pay for their energy?	Select one of the following: Pre-payment meter

Application Guide

	Credit meter Smart meter Phone app Direct Debit Monthly Post Office payment Using oil or gas bottles
Has the applicant received any of the following (this will not impact the decision): <ul style="list-style-type: none">• £150 council tax rebate to help with energy costs?• £400 energy support payment (received via energy supplier £66 per month)?• £650 cost of living payment?• £150 disability cost of living payment?• £300 pensioner cost of living winter fuel payment?	Yes/No Yes/No Yes/No Yes/No Yes/No None of these
Anything else to add that you think may affect whether we can help:	