

URGENCY PROCEDURE

Officer: Staci Dorey	Position: Head of Legal & Governance	Date: 9 th April 2024
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Subject of Urgency:

Household Support Fund (HSF 5)

Reason for Urgency:

We received confirmation from Devon County Council on the 8th April 2024 that the Department for Work and Pensions will be running a fifth Household Support Fund for the period 1st April 2024 to 30th September 2024.

The fund is designed to provide rapid short-term support to address economic vulnerability and financial hardship. It should be used to help households who are struggling to meet their food, energy, water and other essential living needs.

We have been allocated 163k to administer through the fund up until September 2024.

The confirmation has been received too late to have it on the C and R agenda for the 15th April (as the Agenda has been published) , and the next C and R is in June.

We would like to continue administering the hardship scheme immediately, to enable those that need support to obtain it immediately. We have a few applications waiting to be processed.

We have already successfully administered HSF1, 2, 3 and 4 and been able to assist individuals in financial hardship.

Ward and/or Lead Member(s) comments: - Cllr Simon Newton

Agreed.



Cllr Simon Newton

Date:

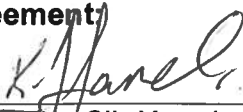
9/4/24

Signed:

Date:

Member Agreement:

Signed:





Cllr Ken James

Date:

9/4/24

Leader of Council - Cllr Ken James

Signed:	
Chair of Community & Resources Committee – Cllr R Hicks	
	 Cllr R Hicks
Chief Executives Approval of Decision:	
Signed:	 C Steve Hearn
	Date: 10/4/24
*delete as appropriate	

Once completed a copy of this form should be given to the Democratic Services for record purposes.

IMPORTANT: Please ensure that a report is prepared for the next Community & Resources Committee meeting in accordance with the Report Writing Protocol.

Household Support Fund (HSF5): Devon's approach

Context

Devon County Council (DCC) has been awarded funding of £5,064,876.12 by the Department for Work and Pensions (DWP) for a fifth Household Support Fund (HSF5) for the period 1st April 2024 to 30th September 2024. The HSF5 must be spent or committed by 30th September 2024 and cannot be held over for future usage. As HSF5 is a finite fund: once the money has been spent the fund will close (this potentially therefore may be earlier than 30/09/24). This HSF5 allocation covers the DCC administrative area of Devon (You can contact Torbay Council and/or Plymouth City Council to request information on their respective HSF4 approach.).

The fund is designed to provide rapid short-term financial support to address economic vulnerability and financial hardship. It should be used to support households who are struggling to meet their food, energy, water and other essential living needs. It can also be used to support households with essential costs related to those items and with wider essential costs. In exceptional cases of genuine emergency, it can additionally be used to support housing costs where existing housing support schemes do not meet this exceptional need.

Deployment of Household Support Funds

As the DWP payment to Devon will be in arrears and subject to DCC submitting timely management information (MI) returns, Devon must have a robust policy and process in place to meet the DWP requirements.

DCC has worked with district/city councils and other partners to identify households experiencing financial hardship. The approach to deploy the HSF5 is on the following basis:

- **Free School Meal (FSM) Holiday Food Vouchers:**

If a child/young person in a household qualifies for Free School Meals in term time, then currently the child/young person automatically qualifies for free school meal holiday vouchers (These vouchers are funded by HSF5). The vouchers ensure families of children/young people eligible for free school meals during term time, are also able to purchase food over the holidays to replace the meals a child/young person would have received during a school day. Households currently in receipt of free school meals are eligible for a supermarket voucher to the value of £15 per child per week of the school holidays (7 weeks holiday in total for this HSF5 funding period), to help pay for groceries over the break. The vouchers will automatically be distributed to eligible households prior to the May half-term (1 week) and summer holiday (6 weeks).

Further information on applying for Free School Meals: [Free school meals - Support for schools and settings \(devon.gov.uk\)](https://www.gov.uk/free-school-meals-support-for-schools-and-settings)

- **Team Devon District / City Council Hardship Schemes**

All district/city councils will be provided with a funding allocation based on the universal credit uptake in their respective areas, enabling each of them to either :

1. provide direct and targeted financial help and assistance to households who they have identified via data held as eligible against their criteria and who are vulnerable and struggling financially to secure food, water, energy, essential and exceptional (e.g. rent arrears prior to being in receipt of appropriate housing benefits) provisions

and/or

2. to operate an open application based scheme.

NB: for direct and targeted work, the district/city council will use appropriate and accessible datasets, which are compliant with data protection requirements, to proactively identify vulnerable and in need households; making contact with them and offering 'one-off' financial assistance.

Visit the Cost of Living pages on your district council's pages to find out more about support in your local area.

- [East Devon](#)
- [Exeter](#)
- [Mid Devon](#)
- [North Devon](#)
- [South Hams](#)
- [Teignbridge](#)
- [Torridge](#)
- [West Devon](#)

- **Citizens Advice Devon (CA Devon) Energy Relief Scheme (pre-payment and credit meters)**

CA Devon will manage an Energy Relief Scheme for those using pre-payment / credit meters and who are struggling to meet their energy needs. Such meters are often used by those struggling to meet their energy needs and those on the lowest incomes; often resulting in them paying more for their energy requirements. A mixture of households will be helped in this way. The scheme runs until **30th September 2024** but may close earlier if the fund has been dispersed fully.

For further information: [About Us - Citizens Advice Devon \(cabdevon.org.uk\)](#)

- **DCC Early Help – Families on low incomes can get help with food and utility costs, which Early Help are administering locally.**

Through this fund, Early Help is able to provide a support grant to eligible households. Referral applications can be made via a professional working with the family concerned. The scheme runs until **30th September 2024** or may close earlier if the funds have been dispersed and are exhausted.

Further information: [Early Help Household Support Fund - Devon Children and Families Partnership \(dcfp.org.uk\)](#)

Communication

Communication will be released (via DCC and partners' websites and communication channels) on the HSF5 allocation for Devon and the support gateways put in place to support households. Where appropriate, further direct, timely and specific communication to the individual households concerned will then follow nearer to the actual implementation of the above initiatives.

It is mandatory for Authorities to reference that the grant is funded by the UK Government in any publicity material, including online channels and media releases. This includes use of logos as per the Funded by UK Government Branding Manual provided to all Authorities. This requirement extends to other public bodies (such as District Councils) delivering the scheme on behalf of the Authority.

Ongoing Review

Following a review of the above actions and the subsequent confirmation of the funds being dispersed in the way described, and assuming HSF funds still remain available, a further review and deployment of the HSF will then be considered.

District / City (Team Devon) Council Hardship Schemes: Local Approach

The remainder of this document outlines the Team Devon agreed policy approach to administering this fund to ensure a degree of consistency in relation to delivery across Devon district and city councils.

Each District Council will provide a HSF5 hardship scheme; the latter will be finalised via the respective Council's governance and decision-making procedures; ensuring open, transparent and informed decision-making in this regard.

All district/city councils will be provided with a funding allocation based on the universal credit uptake in their respective areas, enabling each of them to either :

1. provide direct and targeted financial help and assistance to households who they have identified via data held as eligible against their criteria and who are vulnerable and struggling financially to secure food, water, energy, essential and exceptional (e.g. rent arrears prior to being in receipt of appropriate housing benefits) provisions

and/or

2. to operate an open application based scheme.

NB: If conducting direct and targeted support, district / city councils will use appropriate and accessible datasets, which are compliant with data protection requirements, to proactively identify vulnerable and in need households; making contact with them and offering 'one-off' financial assistance. In particular, district/city councils will look to identify and help those who may not be eligible for the other support government has recently made available but who are nevertheless in need.

Those eligible for support may contact the respective district/city council to decline any financial offer, if they so wish. On receipt of such a notification the respective council will take steps to ensure the eligible household does not receive a support payment.

Visit the Cost of Living pages on your district council's pages to find out more about support in your local area.

- [East Devon](#)
- [Exeter](#)
- [Mid Devon](#)
- [North Devon](#)
- [South Hams](#)
- [Teignbridge](#)
- [Torridge](#)
- [West Devon](#)

Devon care leavers (i.e. people who have experienced care in Devon which is deemed a potential source of discrimination), who are in receipt of Council Tax Relief and other district benefits (such as Discretionary Housing Payments), will be included in a District's priority group to receive HSF support and assistance. Districts will capture the number of Care Leavers receiving support under HSF5 and provide this to Devon County halfway through the scheme and at the end; at the same time as MI returns are provided.

As HSF5 is a finite fund, once the money has been spent the fund will close. The closing date may therefore be earlier than 30/09/24, which is the date the HSF5 funding period ends officially.

1. Communication

Communication will be released (via DCC and partners' websites and communication channels) on the HSF5 allocation for Devon and the support gateways put in place to support households. Where appropriate, further direct, timely and specific communication to the individual households concerned will then follow nearer to the actual implementation of the above initiatives.

It is mandatory for Authorities to reference that the grant is funded by the UK Government in any publicity material, including online channels and media releases. This includes use of logos as per the [Funded by UK Government Branding Manual](#) provided to all Authorities. This requirement extends to other

public bodies (such as District Councils) delivering the scheme on behalf of the Authority.

2. Types of assistance that can be provided

This scheme is designed to help ease financial pressure on households with low incomes and to support those most in need over this period. The scheme offers a one-off financial support (within a six month period) payment to assist with meeting basic living needs including:

- **Food** – this could be through a variety of methods including bank transfer, vouchers, cash or a food parcel (dependant on local arrangements)
- **Energy and water bills**- support with energy bills for any form of fuel that is used for the purpose of domestic heating, cooking or lighting, including oil or portable gas cylinders. It can also be used to support with water bills including for drinking, washing, cooking, and sanitary purposes and sewerage.
- **Essentials linked to energy and water** - including sanitary products, warm clothing, soap, blankets, boiler service/repair, purchase or repair of equipment including fridges, freezers, ovens, thermostatically controlled radiators, insulation and other small measures to help reduce energy consumption.
- **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 a monthly bus pass.

- **Housing costs** - in exceptional cases of genuine emergency where existing housing support schemes do not meet this exceptional need, the Fund can be used to support housing costs with the following caveats:

- Where eligible, ongoing housing support for rent must be provided through the housing cost element of Universal Credit (UC) and Housing Benefit (HB) rather than the Household Support Fund.
- Eligibility for Discretionary Housing Payments (DHPs) must first be considered before emergency housing support is offered through the Household Support Fund. The Authority must also first consider whether the claimant is at statutory risk of homelessness and therefore owed a duty of support through the Homelessness Prevention Grant (HPG).
- In exceptional cases of genuine emergency, households in receipt of HB, UC, or DHPs can still receive housing cost support through the Household Support Fund if it is deemed necessary by their Authority. However, the Fund should not be used to provide housing support on an ongoing basis or to support unsustainable tenancies.
- Individuals in receipt of some other form of housing support could still qualify for the other elements of the Household Support Fund, such as food, energy, water, essentials linked to energy and water and wider essentials.
- The Fund can exceptionally and in genuine emergency be used to provide support for historic rent arrears built up prior to an existing benefit claim for households already in receipt of Universal Credit and Housing Benefit. This is because these arrears are excluded from the criteria for Discretionary Housing Payments. However, support with rent arrears is not the primary intent of the fund and should not be the focus of spend.

- **Advice** - The vast majority of HSF5 funding needs to be allocated to providing financial support to eligible households in need. Any supplementary advice services need to be connected to the practical financial support provided, and be reasonable and proportionate. In the main, households eligible for HSF5 financial support will be signposted to existing advice services funded through other routes, such as the Help to Claim scheme which supports those making a claim to Universal Credit (UC), Citizens Advice Devon and CHAT (Mid-Devon).

3. Eligibility

Prospective eligible households (the applicant or recipient) must:

1. be over 16 years or over; and
2. Live in a Devon district/city council area (as their main residence); and
3. Evidence being without sufficient resources to meet the immediate short-term needs of themselves or dependents and
4. Be identified from existing data sets or via an application process (whichever is being operated by the district/city council), as meeting the respective eligibility criteria

4. Process

The district/city council's eligibility criteria and process will be defined clearly on its website. Districts may contact a potential household recipient to proactively offer direct financial assistance; basing such contact on local data and intelligence indicating that the household may be struggling to meet their basic living needs. Where an open application process is being operated by the district/city council, only one application per household (within a 6 month period) will be allowed (see Section 5 for exceptions). An application can be made by a household member or their appointee, carer, advocate or a third party acting on the household's behalf. Direct referrals from trusted third party partners will be encouraged to avoid unnecessary duplication.

5. Award levels and restrictions

- There is no maximum award level as it is a discretionary fund determined on a case-by-case basis according to need as evidenced. Some districts may have a 2-step process in place (decision and sign off) involving a front-line assessor and manager; where an award is over an agreed amount.
- Awards are made in a variety of methods (including cash via BACS payment, pre-paid cards, vouchers) depending on existing local arrangements/processes.

Financial Awards to qualifying households cannot be used to pay for Mortgage support - Where a homeowner is having difficulty with their mortgage payments, they should contact their lender as soon as possible to discuss their circumstances as lenders will have a set procedure to assist. However households could still qualify for other eligible elements of the Fund (such as support for food, energy, water, essentials linked to energy and water and wider essentials).

District Councils will also seek to sign-post applicants to other sources of help and support, especially in relation to advice, such as Citizens Advice Devon, CHAT (Mid Devon).

6. Repeat Awards

Support will be provided from the fund once only in any 6 month period. In exceptional circumstances repeat awards may be considered on merit. In such cases, further work and referrals to other agencies will be discussed with the recipient and may be conditional on having further financial support (e.g. such as being referred to Citizens Advice Devon).

7. Fraud

Where the district/city council operates an application process, questions will be asked or evidence sought to establish the facts before making a decision to grant an award to an applicant. Failure by the prospective recipient to disclose a material fact or to make a false application or provide false information will be treated as a fraudulent act. Where fraud has been detected the recipient/applicant will be refused

any further assistance and where appropriate, the district/city council may prosecute them.

8. Award Process

Where an open application process is being operated by the district/city council, each case will be assessed. Further information may be requested to enable an accurate assessment.

As part of the assessment, relevant information and data will be taken into account such as:

- The prospective recipient's financial circumstances and those of their household members
- The prospective recipient's access to other forms of financial support
- The circumstances and reasons associated with the case
- Preventative measures taken by the prospective recipient and their household members
- The potential impact of making or not making the award
- The budgetary situation of the fund

A declaration will be signed by the recipient which will allow the Council to share information with third parties to help prevent fraud. Records will be kept on each case received for the duration of the scheme.

9. Data

(Suggested text follows but local subsidiarity will apply, with local circumstances published by the district/city council on its website)

- The types of information required to determine eligibility may vary between district/city councils according to local processes – but any request for supporting evidence will be reasonable and proportionate according to the merits of the case.
- For the purposes of this scheme district/city councils will only collect data relevant to a household's application.
- 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 used to
 - Determine eligibility for the Household Support Fund
 - Make contact about decisions or updates related to the prospective recipient and/or application
 - Issue the Household Support Fund payment to a nominated Bank or Building Society account where appropriate
- Data may be shared with both internal and external organisations for the purposes of validating any applications. Information will be cross matched with other data held by the council and third-party agencies e.g. Department for Work and Pensions (DWP), HM Revenue & Customs (HMRC) for verification purposes.
- Data may be shared within the organisation to support efforts to redirect an applicant to other support that may be available.

- Data may also be shared within the organisation or with other Government agencies in order to prevent and/or detect potentially fraudulent activity. Subject to a legal gateway, information may also be shared for the prevention of fraud and criminal activity with (list not exhaustive):
 - The police
 - Immigration service, absconder services and/or UK Border Agency
 - Health and social care organisations
 - Other local authorities and public agencies
- Personal data will not be kept longer than necessary (according to each Districts retention schedule)

10. Monitoring and Reporting

District/city councils are required to complete the standard Management Information (MI) reporting template provided by DWP to record the amount provided or paid to vulnerable households under the remit of this HSF5 grant scheme. DCC will make one MI return on behalf of Devon in accordance with the specified dates set out by the DWP. Guidance around monitoring and reporting spend will be agreed with district/city councils in a separate document.

In addition to the MI reporting, Districts will capture the number of Care Leavers receiving support under HSF5 and provide this to Devon County halfway through the scheme and at the end; at the same time as MI returns are provided.

11. Funding model

Allocations of funds to DCC from DWP is on a payment in arrears basis; on the condition that accurate management information is submitted according to the timetable (outlined below) and specific support targets are met.

MI Return	Reporting period: from	Reporting period: to	Deadline
Interim 1	1 April 2024	30 June 2024	8 July 2024
Final Return	1 April 2024	30 September 2024	10 October 2024

In turn, DCC will make staged payments to district/city councils, in arrears, via a standard grant agreement once payment has been received from DWP. The Fund and its deployment (MI returns) will be monitored on a monthly basis.

12. Ongoing Policy Review

The fifth Household Support Fund has been established to respond rapidly to economic vulnerability and financial hardship over the period. It is therefore not possible to accurately forecast spend. The funding available will be subject to

ongoing monthly review, to inform any potential changes to support that might be needed for the remainder of the funding period.

The HSF5is due to run until 30th September 2024 but once all funds have been dispersed, the fund will be closed. In order to maximise the support we can provide to all our residents district/city councils will always seek to redirect residents to other forms of support where they feel this is more appropriate to support their needs.

DEFINITION 03/24/24