**Household Support Fund – information for partners**

We are aware that many partner agencies wish to access the Household Support Fund for their service users who **do not need advice from us**. This guide explains how to do this. The process needs to be followed for our reporting and audit obligations.

**Background**

Citizens Advice Stroud and Cotswold (CA-SCD) is currently assisting Cotswold District Council and Stroud District Council with the administration of the fifth round of the Household Support Fund. The fund supports households in the districts in the most need with food, energy and wider essentials.

**Food**

Supermarket vouchers – Aldi (Cotswold); a variety inc Tesco, Aldi, Iceland (Stroud).

**Energy**

Energy includes gas, electricity, oil, portable gas cylinders or logs according to need.

For mains gas and electricity, the amount awarded depends on the size of the home and the number of people in the household. As of December 2024, indicated awards are two months use based on:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Size of property | Type | Number of bedrooms | Number of people in Household | Average Indicated cost per month |
| Small | Small flat/terraced house | 1-2 | 1-2 | £126 |
| Medium | Larger flat/semi detached | 2-3 |  | £176 |
| Large | Semi or detached | 4-5 |  | £250 |

Oil / Logs / Calor Gas – On application.

Clients in the Stroud District can **alternatively** apply to Severn Wye for HSF energy funding.

**Wider Essentials**

Wider essentials can include:

Water bills (2 months’ usage) on sight of recent bill; broadband/telephone costs (2 months' usage); warm clothing; warm bedding; electric blankets/throws; car repairs; fuel costs to get to work/interviews/school; chimney sweeping; boiler service/repair; white goods (reasonably priced); energy efficient items eg slow cooker, lightbulbs**,** air fryer.

**Recommended checks**

1. Referral partner to check that the service user meets the criteria for the fund.
2. If your service user is asking for support of over £100 we recommend that you ask them to show you proof of cost eg bill or quote before making the referral.
3. Payments for energy or wider essentials will be made by bank transfer. We check with our clients whether there are any risks in a direct payment (eg permanently overdrawn, addiction issues) that may mean payment direct to the supplier is better for the client. Referral partners may wish to undertake the same checks.

**Process**

Referrers need to fully complete a **CA-SCD** **Referral Agency and Client Consent Form** and then return it to us by email at grants@ca-scd.org.uk with the following information in the **body of the email**:

* Applicant name
* Household type and size eg single, household with children, pensioner or other?
* Whether client is in receipt of benefits or has a low income (please specify as much detail as possible):
* What does the client need support with eg food/energy/wider essentials (please give details if possible). Have you seen any proof of cost?
* What support is required: supermarket voucher and/or bank transfer
* If a bank transfer is requested how much?

**This process if for clients who do not need advice. In the Reason for the Referral section of the Referral form please tick “Other” and write HSF next to the box.**

If the client needs a bank transfer please add their bank details:

Name on account

Sort code (**no dashes please**)

Account number.

Our admin team will call the client to arrange collection of the vouchers (or postage if appropriate) and if there are any issues with the bank transfer.

**GDPR Statement**

**The information that you provide to us will be used for the specific purpose of fulfilling the request/application you are completing and any subsequent administration required as part of that process.**

**It may also be used for management information and statistics to assess the service and measure future provisions. All of your information is processed in accordance with any applicable data protection legislation and regulations.**

**Please let us know if you’d like more information about how we’ll use your information, or visit www.citizensadvice.org.uk/myinformation. We can provide a copy of our local Privacy statement please ask our receptionist/adviser, or read our Privacy page on our website https://www.citizensadvice-stroudandcotswold.org.uk.**