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# Household Support Phase 6 Policy 2024

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## 1. Introduction

- 1.1 In response to the Cost-of-living crisis the UK Government is funding a grant scheme known as the household support fund to help vulnerable households. Surrey County Council have been allocated additional funding as part of a sixth tranche of funding under the Household Support Scheme which provided a further £421 million to County Councils and Unitary Authorities in England. This tranche of funding needs to be spent by 31 March 2025.
- 1.2 As a result, Surrey County Council (the initial recipients of the funding from UK Government), have allocated £73,755 to Elmbridge.
- 1.3 Elmbridge Borough Council has made available additional funding from the council's Cost of Living fund to increase the total available funding to £150,000.

## 2. Eligibility for the Household Support Fund 6

- 2.1 The Council will use council tax records and the information gathered from payments under household support fund 5 to make payments for household support fund 6.
- 2.2 In order to be eligible for household support fund 6 the following must apply:  
  
Be in receipt of Housing Benefit or Council Tax Support on the 27 November 2024 and have at least one of:
  - a) In receipt of working age benefits and have a member of the household who is a child aged under sixteen **Or**



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- b) In receipt of working age benefits and have at least two members of the household who are children aged under sixteen **Or**
- c) A member of the household is a pensioner and not in receipt of pension credit or working age benefits **Or**
- d) A member of the household is a pensioner and not in receipt of pension credit or working age benefits and has a member of the household who is a child aged under sixteen **Or**
- e) A member of the household is a pensioner and not in receipt of pension credit or working age benefits and have at least two members of the household who are children aged under sixteen.

2.3 All eligible households per 2.2 will be eligible for a payment detailed in the matrix below.

Award Category	Description	Value (£)
A	Working Age Claim - 1 Child	35
B	Working Age Claim - 2 or more Children	70
C	Pensioner Age Claim with no children	100
D	Pensioner Age Claim with 1 child	135
E	Pensioner Age Claim with 2 or more children	170

2.4 For the avoidance of doubt, only one award will be paid per household.

2.5 The value of award is per the claim type and immediate household members. Non-dependent, sub-tenants, borders etc. are not immediate household members for purposes of this award.

For example, a Working Age Claim with one child aged 12 years with a pensioner non-dependent residing in the property would qualify for one 'Category A' award.

2.6 Based on the eligibility criteria set out above there are approximately 2,000 households who will be eligible for a payment.

2.7 Where existing bank details are held and passed pre-payment checks (see 3.3), we aim to make payment directly to the bank account on the 20 December 2024. Payment to newly submitted bank details and any credits to council tax accounts will be made on the 13 January 2025 where details are held.

- 2.8 We will write to households who may be eligible. Where we have not contacted them before or do not hold payment information we will invite them to submit their bank details.

## 3. Payments

- 3.1 Included within the household support fund 5 the Council reserved the right to make payments using the information we had gathered during processing these payments to make future payment.
- 3.2 Eligible claimants who have not applied or provided any amended payment information by 7 January 2025 will have payment made as per 3.3.
- 3.3 Where the household pass pre-payment checks and have a direct debit for payment of council tax collected from in 2024/25, we will look to automatically make payment to those bank details. Where we do not hold direct debit details we will look to automatically make payment to the payment information held per 3.1. Where payment information is not held and no application is made, but the claimant is liable for council tax we will look to credit the council tax account.
- 3.4 If payment is rejected by the bank, we will contact those affected to obtain bank details for further payment in January 2025. Where valid payment information is not obtained, but the claimant is liable for council tax we will look to credit the council tax account.
- 3.5 Where the council has not been able to make payment (for example no valid bank details or council tax account held) the payment will be treated as ineligible.
- 3.6 Should funding of a similar nature become available from UK Government or Surrey County Council the Council also reserves the right to use the data from this scheme to make payments, subject to the Household meeting the relevant eligibility criteria on any future scheme.
- 3.7 Except in exceptional circumstances, or by the publication of an amended policy the use of this data to make future payments will apply until 31 March 2026.



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## 4. Fraud

- 4.1 By accepting the household support funding, you confirm that you meet the eligible criteria for the Discretionary funding. The Council and the UK Government will not tolerate any household falsifying their records or providing false evidence to gain access to the household support funding. A person(s) who provides false information or makes false representation in order to benefit from the Discretionary Fund may be guilty of fraud under the Fraud Act 2006. Any payment will be subject to claw back if paid in error.
- 4.2 The Council will use all available tools to identify potential fraud, before, and after the payment. If you are accepting a payment, you are consenting for the Council to share the data on the application form for the purposes of validating the award with any appropriate organisations. If you do not consent to the sharing of the information the application will be deemed invalid.



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## 5. Appeal Rights

- 5.1 Whilst there is no formal right of appeal except by judicial review, in the interests of natural justice and to eliminate the risk of administrative error, applicants may seek a review of the decision from the Council.



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