



# Background: Household Support Fund

The Household Support Fund is provided by the Government to local authorities to support families with children and individuals most in need struggling with **energy and food costs**. It replaced the Covid Local Grant Scheme (CLGS).

The Scheme will run from 26th October 2022 – 31st March 2023. There will be one funding cycle from October – 31 December 2022 and another funding cycle from 1 January – 31 March 2023. One application is permitted in each funding cycle.

We are currently receiving between 80-90 applications a day and since the Scheme opened we have processed 1230 (*Figure dated 22.11.22*)



# The Application process:

An application can be completed online via the Web-Form on LCC Website for County Residents: <https://www.leicestershire.gov.uk/adult-social-care-and-health/assessment-and-eligibility-for-care-and-support/household-support-fund> (CITY Residents can be directed to website to complete application themselves)

The application must be made on behalf of applicant by a **professional, residents cannot self-refer**. These applications will be deemed as having identity of claimants verified.

*One application is permitted in each funding cycle, this will be reviewed periodically.*

Fuel Voucher (Via Evouchers): Redeem via Paypoint or Post Office.

Food Vouchers (Via Edenred): Redeem at selected supermarket.

<u>Household</u>	<u>Amount</u>
Household with children (if child is eligible for FSM, they will still receive a payment)	£20 per adult = £40 £15 per child = £30
Single person Household	£25 per week = £50
Multiple Adults Household	£20 per week= £40

<u>Household</u>	<u>Amount</u>
Household with children/multiple adults	£98
Single person Household	£56
Household with energy arrears <i>(evidence needs to be seen by professional completing application)</i>	£100
Household which require Heating Fuel Purchase - LPG/bottle gas, heating oil, solid fuel	£200



# Application process

1. Once the application is submitted via the LCC website, the application is received in the HSF inbox. *It can up to 5 working days to be picked up.*
2. Applications is assigned to Team Leaders to read over and add approval amounts
3. Case is picked up by an advisor to make contact, verify all details and then process vouchers. Client is called twice *(Call on day and then again next day, vary between AM & PM to give a better chance)*. If no answer, please leave a Voicemail with your direct number and inform them you will try again tomorrow.
  - If successful reaching client, the advisor will confirm information on application form, inform the award granted and instruct how they will reach the client. *Areas to consider providing information on would be local food banks or a referral to FC+. The wrap around offer for Debt & managing money support, Benefits, low level Mental Health and Warm homes support is covered in the phone call.*
  - If a client has not been reached, both the referrer and client will be sent an email to contact the service.

**Unique Code:** *If you are not a registered charity or agency who would like to make a referral, you can contact us by emailing into [householdsupportfund@leics.gov.uk](mailto:householdsupportfund@leics.gov.uk) to set you up a code. The code ensure when we receive the application that it legitimate and not a fraud. If we get applications without codes, we will contact the referrer to verify the details and to ensure it is a genuine application.*



# Your **First** contact for information, advice & support in Leicestershire

First Contact Plus offers access to a range of preventative services through a single point of access for adult residents of Leicestershire.



### ❖ Improving your health

- ❖ Falls
- ❖ Living independently
- ❖ Feeling safe

### ❖ Money, debt & benefits

- ❖ Work learning & volunteering
- ❖ Families & relationships
- ❖ **Your Home**

### Admin Team

Luke Bounds, Jay Jadeja, Leah Pollock  
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Email: [admin.firstcontactplus@leics.gov.uk](mailto:admin.firstcontactplus@leics.gov.uk)

### Management Team

Debbie Preston: Strategic Lead  
Danny Saines: Operations Manager  
Beckie Bradshaw: Team Leader  
Priya Kara: Team Leader

### Website

<https://firstcontactplus.org.uk/>

## Making a Referral

Welcome to the First Contact Plus Referral Page. Please see the below two options to refer to us:

#### Professional Referral

If you are a professional making a referral for an individual that you work with in Leicestershire then please click here.  
If you need to be set up with an account to make referrals please call the First Contact Plus Admin Team on 0116 305 4286.



#### Self-Referral

You can use this form to make a referral for yourself if you are a resident of Leicestershire  
OR  
You are making this referral on behalf of someone else and DO NOT require feedback on the referral (If you require feedback, please use the Professional Referral)

