

Trusted Partner Guidance

The Household Support Fund (HSF)

01 October 2024 – 31 March 2025

Application routes

- Trusted Partner applications – these applications are prioritised, and awards are received within 3-5 working days.
- Residents of a pensionable age can also apply via Age UK. Phone: 01223 221929 or Email: hsf@ageukcap.org.uk
- Trusted partners can support applicants to access income maximisation advice from CAB Tel: 0808 278 7807

Eligibility Criteria for HSF

- If you live with a spouse or partner, you must make a joint application for your household, even if your spouse/partner is not applying. Your eligibility will depend on your partner's income and savings, as well as your own.
- You (and your spouse/partner) have £16,000 or less in money, savings and investments.
- You (and your spouse/partner) have income levels less than identified in the tables below.

These levels are based on the Minimum Income Standards that are updated yearly as part of research carried out by Loughborough University in partnership with the Joseph Rowntree Foundation.

They are based on what members of the public think you need for a minimum acceptable standard of living in the UK.

[Minimum Income Standard | Centre for Research in Social Policy | Loughborough University \(lboro.ac.uk\)](http://www.minimumincome.org.uk)

Gross annual income	No children	1 child	2 children	3 or more children
Single adult	£24,876	£30,465	£37,377	£49,735
Couple/ Joint application	£34,494	£36,123	£42,418	£54,572

Net income per week	No children	1 child	2 children	3 or more children
Single adult	£392	£605	£802	£1,016
Couple/ Joint application	£593	£718	£911	£1,130

HSF Process Summary

- Award amounts come from DWP HSF.
- This iteration of funding is due to run until 31 March 2025
- Peterborough City Council run their own HSF scheme; Peterborough residents need to apply to them directly [Household Support Fund - Peterborough City Council](#)
- Trusted Partners make an application to Household Advice and Support Team (HAST) for award processing
- Standard £110 award per household – for TP to choose how it is made available to the individual (supermarket voucher, cash voucher, energy voucher or BACS transfer)
- Applicants will be eligible for one award throughout HSF6.
- TP will inform us of the category of spend (food/fuel/essentials) for DWP reporting purposes.

If the resident you are doing an application for is not a service user (i.e. is an employee, volunteer or family member) please do not apply via the Trusted Partner route. Eligible staff/volunteers/family members will be able to apply via the direct application route

Financial support through HSF

Each award has a total amount of £110 - you can split the £110 however you like between types of voucher:

- **PAYPOINT CASHOUT VOUCHER** - code sent to the **mobile number** (either beneficiary or trusted group), needs to be redeemed at a PayPoint site.
- **SUPERMARKET VOUCHER** - sent by **email** (either beneficiary or trusted group), can be redeemed at any of the following supermarkets: Asda, Morrisons, Sainsbury's, Tesco. Please note only Asda vouchers can be used online
- **PAYPOINT ENERGY VOUCHER** - sent to the **mobile number** (either beneficiary or trusted group), needs to be redeemed at a PayPoint site. This voucher can only be used if the beneficiary has a pre-payment meter that requires them to top up via key/fob in store and their provider is NOT British Gas
- **BACS TRANSFER** - amount sent directly to bank account (take up to 3 working days). Requires the **bank account name, bank account number and sort code** for processing. Payments must be to a current bank account, savings and building society accounts are not accepted.

Important Award information

- Please ensure the beneficiary is providing the correct information for their award to be sent to. The issue, expiry and cancellation of awards incur a cost paid through HSF.
- We will not be able to reissue expired vouchers unless there are extenuating circumstances.
- If there are any issues redeeming the vouchers, please let us know as soon as possible.
- For further information on PayPoint Cashout vouchers, please visit the FAQs on PayPoint's website Find your local PayPoint store

Contact HAST



communitycv@cambridgeshire.gov.uk