

**HOUSEHOLD SUPPORT FUND
UPDATED POSITION AS AT 15th DECEMBER, 2021**

1. Food Bank Provision (£75,000)

The Council has drawn up a Small Grant Agreement for each Food Bank to sign up to. This is a very simple Agreement to confirm the amount payable, the key spend dates for the grant, the method of distribution and also the Management Information required by Pendle in order to satisfy the grant requirements.

The scheme will go live as soon as agreements can be made and payments given to each Food Bank. Note that payment before Christmas is possible but practically unlikely.

2. Payments to Households (£195,000)

Liberata were unable to support the roll out of this option. The team discussed providing this internally but limited resources made this very difficult. BPR CVS were approached because we were aware that they were involved in the Burnley and Rossendale scheme. We have been able to agree an outline scheme with BPR CVS to make payments to Households in need in a scheme which very closely mirrors the Rossendale scheme.

Awards to be made as follows;

- Households with families up to £400 (£200 fuel and £200 food)
- Households without families up to £300 (£150 fuel and £150 food)
- Household with single person up to £100 (£50 fuel and £50 food)

A 10% administration fee has been set by CVS, so up to £19,500 leaving £175,500 to be allocated to households so at least 438 households should receive assistance of some kind (based on maximum allocation).

The scheme will go live from early January 2022.

Customer Journey

In the first instance the Pendle Website is asking Households to register their interest by emailing householdsupportgrant@pendle.gov.uk

This can be used to collate any enquiries from now until Go Live in the New Year. From New Year, the Pendle website will be set up with a form which takes the required details and evidence from the households and these will be passed to CVS to process the claim. All issues raising from the process will be dealt with by CVS and they will use their judgement to determine eligibility. Final discussion need to take place with CVS to agree evidence required to establish hardship based on receipt of benefits or through evidence via bank statements. In some cases this will be a judgement call for CVS to make.

CVS will aim to process claims within 10 working days.

Liberata call centre will be advised of the process. Households can contact CVS by phone but the preference for contact is via email in order to keep the process manageable. Liberata staff will be asked to generate an email to householdsupportgrant@pendle.gov.uk if residents do not have access to email. Alternatively, household should be able to complete the web form in person at No 1 Market Street.