

The Household Support Fund

The Household Support Fund, funded through the Department of Work and Pensions, is available to help households in need with the cost of living crisis until March 2026. The fund supports households most affected by increases in the cost of living. We are using it to help a range of low-income households, including those with children aged 5 and under

Guidance for the Families with Children aged 5 and under scheme

The help for eligible households is a one-off emergency payment of £100, in the form of a supermarket voucher. This can be used for essentials like food, nappies, formula milk, and clothing. Families can also opt for a financial health check with Citizens Advice Bureau (CAB) for help on maximising income, housing, benefits, and debt. Referrals to the scheme are made by selected organisations that have contact with the family (either they approach the family after sensing a need, or they are approached by who wants a referral to be made on their behalf).

How to refer:

1. **Discuss** the initiative with the parent and obtain their consent. Ensure they are over 16, live in Herefordshire and are a UK legal resident.
2. **Read the consent statement** to the parent and, if they agree, tick the consent box on the form: [Referral form - Consent - MyHerefordshire](#).
3. **Complete the form**, including your name, role, and work email as the referrer. Discuss the CAB support and mark the box if the family agrees.
4. Provide the parent/carers **name** and **address** this will enable checks to be completed to check residency.
5. Provide the parents contact details, including their **mobile number** and **email address** to ensure they can receive the voucher.
6. **Describe their situation**, please include number of children under 5 and their ages and how their situation has led to needing a crisis payment.
7. **Ask** if the parent/carer has received financial support through any other Household Support Fund schemes, and tick as appropriate.
8. **Confirm** that the information being submitted is correct and that you have read and understood the fraud statement.
9. **Submit** the form.

What Happens Next:

1. The form is received and reviewed by the Customer Services **HSF team** and residency checked.
2. A **voucher code** is sent to the parent / carer by text message with instructions to create a Love2Shop account.
3. The parent / carer can select a supermarket of their choice to redeem the voucher.
4. The voucher can be used **in-store or online**.
5. CAB will make contact if consent for financial health check has been given.
6. **Case closed**.

Please note: by completing a referral, you declare that you have read our fraud statement and confirm that all submitted information is accurate to your knowledge. Suspected fraud will result in an immediate investigation by Herefordshire Council and escalation to the relevant authorities