Annex C:

Household Support Fund

Household Support Fund 7 (HSF) was delivered until 31 March 26 by City of York Council using central government scheme funding to support our vulnerable households in most need of help & support with significantly rising living costs. The funding covered

- **Payments to residents**
- **Talk Money campaign**
- **Community benefit advisers**
- **Grant funding to VCS partners**
- **Low Income Family Tracker (LIFT)**
- **CYC Food & Fuel voucher scheme – See annex ?**

Payments to residents

Support was provided through two routes

Route 1 – Two direct payments

Two direct payments were made to residents identified by City of York Councils Revenues & Benefits Team as working age receiving Council Tax Support and those receiving

- SMI disregard,
- Carers Council Tax discount
- Disability-related Banding Reduction

The first payment of £100 was applied direct to the customers Council Tax account in June 25.

The second winter payment of £100 was paid directly into the resident's bank account from 15 September 25.

Route 2 - Discretionary applications

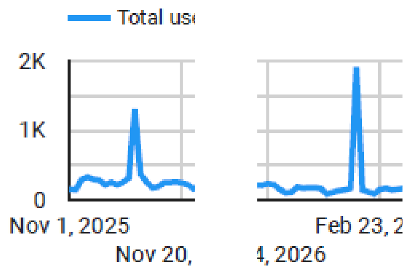
The discretionary scheme was open to York residents in need of financial assistance and who were not eligible for the direct payments above.

HSF Council Tax 4280

HSF Winter 5425

HSF discretionary 562

York Talk Money Campaigns



York Talk Money Campaign aims to break down barriers and make it easier for people to find out about where to get good information, advice and support around money.

We want to make sure people are

1. Getting all the help they are entitled to
2. Reduce their outgoings as much as possible
3. Get advice if they need assistance

Providing up to date online information

- www.York.gov.uk/benefits
- www.york.gov.uk/benefitscalculator
- www.york.gov.uk/talkmoney
- www.livewellyork.co.uk/talkmoney

Providing promotional leaflets including

- 'Worrying About Money?' and Here to help widely available in community venues, Explore Library's and via advice and support workers, etc.

City-wide campaign 3 times a year

- Monday 7 July to Friday 18 July 25
- Monday 3 November to Friday 14 November 25 (incl National Talk Money Week)
- Monday 2 February to Friday 13 February 26

These include online promotion, promotion of ongoing support and specific events. Supported by a partner toolkit to provide

- Copy for your newsletters / intranets
- Social media graphics
- Text for social media posts to copy and paste
- Links to further information, online tools, sources of advice.

Low Income Family Tracker

The LIFT platform is intelligent data analytics software that helps local authorities to maximise resident's income and reduce their costs.

We have used the LIFT platform to identify and contact residents who may be eligible for additional benefits or who are in debt to offer advice and support, including

- Pension Credit
- Migration to UC
- Council Tax debt
- Healthy Start
- WaterSure

OUTCOME TRACKER

View the impact of a specific outreach or campaign and how its affected outcomes for your residents.
Explore the movement in and out of a specific outcome and other changes in events during that period . Click + icons to drilldown to the household journey screen.

1. Start date... 2024 2026

2. End date... 2024 2026

3. Paste HB list for campaign group *(Option..*

Household numbers

11,480 total households

6,858 of which have data at selected start and end dates

Main changes between Apr 2025 and Apr 2026

Only include households who are in the data at both the start and end da.. No - Include all households

CORE OUTCOME (REDUCTION IN)		INCOME AVERAGES		DEBT AVERAGES	
Arrears of £250+	*4% to 4%* -	Income after costs	*£788 to £802* ▲ +£15	Arrears	*£64 to £61* ▼ -£3
Cash shortfall	*5% to 5%* -	Take home income	*£2,047 to£2,157* ▲ +£110	Rent arrears	*£3 to £1* ▼ -£3
Unemployment (working ag..	*92% to 92%* -	Earned income	*£24 to £23* ▼ -£2	CT arrears	*£60 to £60* -
Temporary accommodation	*2% to 1%* -	Benefits income	*£1,934 to £2,050* ▲ +£116		

CORE OUTCOMES (MOVEMENT IN / OUT OF)

- ◯ Arrears greater than £250
- ◉ Cash shortfall
- ◯ Unemployment (working age)
- ◯ Temporary accommodation

358 households moved in to Cash shortfall by Apr 2026, having not been so in Apr 2025. There are 66 children in these households.

501 in Cash shortfall at start date of April 2025

6% of cohort (of 8,242)

197 households remained in shortfall

555 in Cash shortfall at end date of April 2026

7% of cohort (of 8,018)

304 households moved out of Cash shortfall by Apr 2026, having been so in Apr 2025. There were 89 children in these households.

NET CHANGE
+54

What changed for these groups of households?

Of the 358 who moved in to Cash shortfall ...

- **72** also moved in to cash shortfall of more than £250
- **31** also moved on to UC
- **26** also stopped claiming disability benefit

... within six months prior to moving in to Cash shortfall.

Of the 197 who remained in Cash shortfall ...

- **84** moved out of cash shortfall of more than £250
- **73** moved in to cash shortfall of more than £250
- **26** moved on to UC

... between the two selected dates.

Of the 304 who moved out of Cash shortfall ...

there were no other events recorded

... within six months prior to moving out of Cash shortfall.

OUTCOME TRACKER

View the impact of a specific outreach or campaign and how its affected outcomes for your residents.
Explore the movement in and out of a specific outcome and other changes in events during that period . Click + icons to drilldown to the household journey screen.

1. Start date... 2024 2026

2. End date... 2024 2026

3. Paste HB list for campaign group *(Option..*

Household numbers

11,480 total households

6,858 of which have data at selected start and end dates

Main changes between Apr 2025 and Apr 2026

Only include households who are in the data at both the start and end da.. No - Include all households

CORE OUTCOME (REDUCTION IN)		INCOME AVERAGES		DEBT AVERAGES	
Arrears of £250+	*4% to 4%* -	Income after costs	*£788 to £802* ▲ +£15	Arrears	*£64 to £61* ▼ -£3
Cash shortfall	*5% to 5%* -	Take home income	*£2,047 to£2,157* ▲ +£110	Rent arrears	*£3 to £1* ▼ -£3
Unemployment (working ag..	*92% to 92%* -	Earned income	*£24 to £23* ▼ -£2	CT arrears	*£60 to £60* -
Temporary accommodation	*2% to 1%* -	Benefits income	*£1,934 to £2,050* ▲ +£116		

CORE OUTCOMES (MOVEMENT IN / OUT OF)

- ◉ Arrears greater than £250
- ◯ Cash shortfall
- ◯ Unemployment (working age)
- ◯ Temporary accommodation

130 households moved in to Arrears greater than £250 by Apr 2026, having not been so in Apr 2025. There are 130 children in these households.

349 in Arrears greater than £250 at start date of April 2025

4% of cohort (of 8,242)

214 households remained in arrears £250+

344 in Arrears greater than £250 at end date of April 2026

4% of cohort (of 8,018)

135 households moved out of Arrears greater than £250 by Apr 2026, having been so in Apr 2025. There were 151 children in these households.

NET CHANGE
-5

What changed for these groups of households?

Of the 130 who moved in to Arrears greater than £250 ...

- **7** also moved on to UC
- **4** also moved in to work
- **2** also stopped claiming disability benefit

... within six months prior to moving in to Arrears greater than £250.

Of the 214 who remained in Arrears greater than £250 ...

- **25** began claiming a disability benefit
- **21** had fewer dependent children
- **20** had more dependent children

... between the two selected dates.

Of the 135 who moved out of Arrears greater than £250 ...

there were no other events recorded

... within six months prior to moving out of Arrears greater than £250.

CYC - Community Benefit Advisers

The HSF has funded two advisers from May 25.

They have delivered 10 weekly outreach drop-in advice sessions, plus additional sessions at SEND Central, St Leonards Hospice, and Talk Money Campaign events.

Day and times	Venue
Tuesdays, 1.00pm to 3.00pm	Marjorie Waite Court, Evelyn Crescent, Clifton, YO30 6DX
Tuesdays, midday to 1.30pm	Community Café, St Wulstan Church, 48 Fossway, Heworth, YO31 8SL
Wednesdays, 10.00am to midday	CYC Community Housing Office, 217 Lindsey Avenue, Holgate, YO26 4RL
Thursdays, 10.00am to midday	St Pauls Church, Holgate Road, York, YO24 4BF
Thursdays, 10.30am to 2.00pm	Planet Food pay-as-you-feel café and food store, Southlands Cmty Ctre, Bishopthorpe Road, YO23 1NX
Fridays, 9.30am to 10.30am	Advice Hub, Tang Hall Community Centre, Fifth Ave, Tang Hall, YO31 0UG
Fridays, 11.30am to 1.30pm	Community Furniture Store, Unit 29, The Raylor Centre, James Street, YO10 3DW
Monthly - 1st Monday 10.00am to 1.00pm	St Sampsons Centre, Church Street, York, YO1 8BE
Tuesdays, 9.15am to 11.00am	Clements Hall, Nunthorpe Road, YO23 1BQ
Fridays, 11.45am to 1.30pm	Foxwood Community Centre, Cranfield Place, YO24 3HY

They have followed up LIFT campaign letters on Council Tax Arrears, Pension Credit and Health Start.

E.g. For the Council Tax arrears mailings they followed up 591 households to offer advice and support.

No.	Outcome
52	Did not want/need help
19	Already had/having help from another organisation
63	Happy to help themselves (online/phone)
19	Noted drop in for future but not currently in need
71	Follow up appointment made (drop-in/home visit/West Offices etc)
351	No contact – Voice message or emails sent
16	No contact – answer phone or email available

They provided detailed advice and support to 250 residents.

- Assisted 243 benefit and other grant applications

PC	DLA child	PIP	AA	CTS	HB	YFAS	CT - SPD	UC	DHP	HSF	Other	Total
26	3	50	6	25	13	5	8	22	4	25	56	243

- These have resulted in yearly financial gains totalling £824,990 an average of £3299.96 per person

- 30 referrals made to other services for additional support: Citizens Advice York, Local Area Coordinators, Housing Support, National Energy Action, Gamcare and DisHAS

Grants to other VCS advice and support services

HSF 6 & 7 - 25/6	
York Energy Advice – Energy efficiency measures	£20,000
Citizens Advice York – Community Debt Advice April 25 – March 26 : extended to May 26 due to break due to staff leaving	£54,000
York Learning - Digital inclusion coordinator June 25 - May 27	£50,000
Older Peoples Advocacy York – Benefits advocacy for over 50's September 24 – September 25 and January 26 – December 27	£50,000
Age UK York - Benefits Advice for Pensioners May 25 - April 26	25,000
Peasholme Charity - Benefits Advice January 2025 - December 2025	25,000