

Household Support Fund payments winter 2025/26

A new batch of payments is being awarded to residents who are identified through internal council data. Cohorts include households identified from low income families, households with SEND children, low income pensioners, young carers, those living alone and those experiencing in-work poverty. All recipients have been identified through data held by the local authority.

Residents who are in need of support but have not received a payment should access www.towerhamlets.gov.uk/costofliving for information on alternative support packages available.

FAQs

1. I haven't received a letter, but I think I should have as someone in a similar circumstance to me did receive it.

Residents who have been identified to be eligible for this grant have been written to or will be written to in due course. The resident can also submit a query online <https://www.towerhamlets.gov.uk/HSFLetter>. If the resident states that they are not digitally able then please complete the enquiry form on their behalf. The resident will then receive an email confirming their eligibility.

Please explain to the resident that if they are found to be eligible and have not claimed their funds already, their initial voucher will be cancelled and reissued. If the resident is not eligible they will not be contacted further.

In the event a letter is reissued, it may take up to 1 month to arrive. In all circumstances the resident will not receive a call or email back from the Tackling Poverty team.

Residents who are in need of support but have not received a payment should access www.towerhamlets.gov.uk/costofliving for information on alternative support packages available.

2. I cannot get to the Post Office as I am housebound/disabled/elderly and have no one to claim my voucher on my behalf

Residents can submit a query online <https://www.towerhamlets.gov.uk/HSFLetter>. If a resident mentions that they are not digitally able, then please complete the enquiry form on their behalf with all relevant information.

The team will be able to check if the resident is eligible, cancel the voucher and arrange a direct payment. This is only appropriate if a resident disabled/housebound/elderly and has no one who can do so on their behalf. We will not issue payments in this way in any other case, and it will take much longer than going to the Post Office to claim the payment.

3. I have lost my letter.

Resident can submit a query online <https://www.towerhamlets.gov.uk/HSFLetter>. If the resident mentions that they are not digitally able, then please complete the enquiry form on their behalf with all relevant information. The resident will then receive an email confirming their eligibility.

Please explain to the resident that if they are found to be eligible and have not claimed their

funds already, their initial voucher will be cancelled and reissued. If the resident is not eligible they will not be contacted further.

In the event a letter is reissued, it may take up to 1 month to arrive. In all circumstances the resident will not receive a call or email back from the Tackling Poverty team.

4. My letter has expired or is not working.

The resident should submit a query online <https://www.towerhamlets.gov.uk/HSFLetter>.

If the resident mentions that they are not digitally able, then please complete the enquiry form on their behalf. The team will be able to check if the resident is eligible and reissue a new voucher if needed. This may take up to 1 month.

5. I cannot get to the Post Office. Can someone else collect on my behalf?

Third parties can collect payments on an eligible resident's behalf, but they must present the eligible resident's original IDs at the Post Office. More details on the types of ID required are available on the payment letter.

6. I do not have photo ID.

There are different forms of ID which will be accepted. It does not need to be photo ID but you will need two forms of non-photo ID/letters. More details on the types of ID required are available on the payment letter. If a resident has none of the eligible ID listed, please email costofliving@towerhamlets.gov.uk with the resident's name, postal address and email address. Please note the team have limited capacity to call individual residents, and as such any support over the phone will take more time than support by email.

7. The resident needs financial help beyond the Household Support Fund scheme (local or national benefits including the RSS) and has significant barriers to accessing support.

If residents need additional help to apply for support including the Residents Support Scheme, please direct them to LBTHResidentSupport@towerhamlets.gov.uk. The Tackling Poverty Resident Support Outreach Team speak multiple community languages and can provide assistance accessing a range of local and national benefits. Please note they do not administer the Cost-of-Living payment scheme, and will not be able to help with this or answer any questions on eligibility.

Residents can also be directed to the 'Better Off' calculator to check they are claiming all the benefits they're entitled to. https://www.towerhamlets.gov.uk/lqnl/advice_and_benefits/cost-of-living/Benefits-calculator-and-other-services.aspx

8. The resident has an issue with the payment program that is not covered by the above.

Please submit an enquiry using our form <https://www.towerhamlets.gov.uk/HSFLetter>, or email costofliving@towerhamlets.gov.uk with the resident's name, postal address and email address. Please note the team have limited capacity to call individual residents, and as such any support over the phone will take more time than support by email.

Residents who are in need of support but have not received a payment should access www.towerhamlets.gov.uk/costofliving for information on alternative support packages available.