Discretionary Financial Support Application

Council Tax Support Hardship and Crisis Payments

This application is for residents experiencing financial hardship or a financial crisis.

Applications may be considered for support through the Council's discretionary schemes, including Council Tax Support Hardship and Crisis Payments, depending on individual circumstances and the information provided.

If you are applying for Council Tax Support Hardship, any award will normally be credited to your Council Tax account. If you are applying for a Crisis Payment, support may be provided in another form depending on the circumstances of your application.

We will use information provided in this form, together with any information held in relation to your Council Tax Support claim where applicable. Please provide details of your income, expenditure and current circumstances, together with evidence of financial hardship or an immediate financial crisis.

Different eligibility rules apply to different discretionary support schemes. Information collected through this form will be used to determine which support, if any, may be available to you.

Please save the document to your device before completion and email the completed form and supporting evidence to hardship.support@enfield.gov.uk. In the email subject field, enter "case reference" followed by your Council Tax Support claim reference.

Support requested

Which support are you applying for? Tick all that apply.

- ☐ Council Tax Support Hardship
- ☐ Crisis Payment

Your details

Council Tax Account Number (if applicable)	
Name	
Address	
National Insurance Number	
Date of birth	
Phone number	
Email address	

Household details

Have you been placed into Enfield by another local authority?

☐ Yes ☐ No

If yes, please tell us which local authority:

Have you received support through the Household Support Fund in the last 12 months?

☐ Yes ☐ No

Do you have a partner? ☐ Yes ☐ No

Partner's full name	
Partner's National Insurance Number	
Partner's date of birth	

Does anyone else live with you? ☐ Yes ☐ No

If No, go to page 3 - Financial hardship questions.

Other household members

Household member 1: full name, date of birth, relationship, employment status and monthly income (£)	
Household member 2: full name, date of birth, relationship, employment status and monthly income (£)	
Household member 3: full name, date of birth, relationship, employment status and monthly income (£)	

Please answer the following questions

Is there anyone else who can help you financially, such as a family member or friend?

☐ Yes ☐ No

If yes, please give details.

Is there likely to be a change in your income, capital or family circumstances compared with your Council Tax Support claim?

☐ Yes ☐ No

If yes, please give details.

Tell us what steps you have taken to address your financial hardship.

How long do you expect to be in financial hardship?

What is the total capital held by you and your partner?

○ Less than £1,000 ○ £1,000 to £2,999.99 ○ £3,000 or more

How many bedrooms are in the property?

Are you willing to work with the Council to address your financial difficulties?

☐ Yes ☐ No

Are you willing to make regular payments towards your Council Tax liability if support is awarded?

☐ Yes ☐ No

If yes, how much could you afford to pay each week or month?

Crisis circumstances

You must provide evidence of household income and the most recent two months of bank statements for all accounts held by every adult in the household. Utility applications must include relevant bills and top-up information. Applications may be rejected if required evidence is not supplied.

Are you currently experiencing a financial emergency or crisis? ☐ Yes ☐ No

If No, go to page 6 - Income and expenditure.

What is the main reason you are asking for support?

Please select the one most relevant reason.

- ○ Disaster
- ○ Accident or health emergency
- ○ Relationship breakdown
- ○ Essential item breakdown
- ○ Unexpected loss of income
- ○ Other

If Other, please specify:

Please explain your current emergency or crisis circumstances.

What are you applying for?

Please select ONE type of Crisis Payment support.

- **Food, including baby milk or formula**
  Food needed to meet an immediate household need.
- **Essential utilities**
  Water, energy, gas, fuel, oil or other utilities needed for a minimum acceptable standard of living and to prevent arrears.
- **Rent or housing crisis**
  Support for a rent or mortgage shortfall, or short-term emergency accommodation costs.
- **Essential items and wider essentials**
  Broadband or phone bills, clothing, hygiene products, household cleaning products, or other essential physical items.
- **Furniture or appliance**
  Please select only one item, such as a washing machine, cooker, fridge-freezer, bed and bedding, window coverings or carpets.
- **Essential transport**
  Fuel, public transport, bicycle repair or other support needed to facilitate essential travel.
- **Priority debt or bills crisis arrears**
  Urgent debts or bills with serious consequences for non-payment.
- **Other crisis support**
  Please specify the other crisis support requested.

If you selected Furniture or appliance, state the ONE item you need:

What support are you seeking, including the amount needed?

What will happen if support is not provided?

Your income details

Name and address of your employer	
Net income (£)	
Name and address of your partner's employer	
Partner's net income (£)	

Do you receive any other income?

☐ Yes ☐ No

If yes, please give details.

Essential outgoings

Rent not met by Housing Benefit, Universal Credit or Discretionary Housing Payments	**Weekly £**		**Monthly £**	
Household shopping	**Weekly £**		**Monthly £**	
Phone costs	**Weekly £**		**Monthly £**	
Internet / broadband costs	**Weekly £**		**Monthly £**	
Personal and/or home insurance	**Weekly £**		**Monthly £**	
Water rates	**Weekly £**		**Monthly £**	
Gas	**Weekly £**		**Monthly £**	

Essential outgoings continued

Electricity	Weekly £		Monthly £	
TV Licence	Weekly £		Monthly £	
Travel costs to work	Weekly £		Monthly £	
Maintenance/child support payments	Weekly £		Monthly £	
Repayments to DWP	Weekly £		Monthly £	
Loan/credit card repayments	Weekly £		Monthly £	
Court order fines	Weekly £		Monthly £	
Other debts	Weekly £		Monthly £	

For loans, credit cards or other debts, state who each debt is payable to and the amount outstanding.

Payment details - Crisis Payments only

These details are only required where a Crisis Payment may be made directly to you.

Bank / Building Society Name	
Account Name	
Sort Code	
Account Number	

Bank accounts, savings and investments

Provide details of every account held by you or your partner, including accounts held in a child's name. Include copies of the most recent two months of statements for each account.

Account 1: holder, account type, amount held and whether you can access it	
Account 2: holder, account type, amount held and whether you can access it	
Account 3: holder, account type, amount held and whether you can access it	
Account 4: holder, account type, amount held and whether you can access it	

Give details of any shares, bonds, investments or property other than the home where you live.

Is there any other money you or your partner could use? ☐ Yes ☐ No

If yes, please give details.

If someone is completing this form for the applicant

Are you requesting support on behalf of someone else? ☐ Yes ☐ No

Representative full name	
Relationship to applicant	
Representative address and postcode	
Representative phone number	
Representative email address	

Any additional information about the representative or authority to act.

Supporting evidence checklist

To help us assess your application as quickly as possible, please provide copies of the documents that apply to your circumstances.

- [ ] The most recent two months of bank statements for all accounts held by every adult in the household
- [ ] Proof of income for everyone in the household
- [ ] Recent utility bills, such as water, gas or electricity bills
- [ ] Universal Credit award notice, if applicable
- [ ] Evidence of rent liability or housing costs, if applicable
- [ ] Evidence relating to the financial hardship or crisis described in your application
- [ ] Quotations, invoices or estimates for any items requested, where applicable

Applications may be delayed or may not be fully assessed until sufficient supporting evidence is received.

Is there any other relevant information you want us to consider?

Declaration

By submitting this application, I am requesting consideration for discretionary financial support available through the Council's Crisis and Resilience Fund, including Council Tax Support Hardship and Crisis Payments where appropriate.

I confirm that the information I have provided is correct to the best of my knowledge and belief.

I authorise the Council to make any enquiries necessary to verify the information provided, including enquiries with Council departments and Government agencies where appropriate.

I understand that any award may be reviewed, reduced or recovered if I provide incorrect information or fail to report relevant changes in my circumstances.

☐ I confirm that I have read and agree to the declaration above.

Signature / typed name	
Date	