

## Wigan

### Who is eligible for support

Targeted support to families in receipt of means-tested Free School Meals, customers in receipt of Council Tax Reduction - Pensioners and households with a disability band reduction, and care leavers. Customers applying through our Welfare Support Scheme.

Households	Form of support
Families in receipt of means-tested FSM	£15 per week per child (School Holiday Support)
Customers in receipt of Council Tax Reduction - Pensioners and households with a disability band reduction.	£100 – Energy Support
Care leavers	£100 – Energy Support
Customers applying through our Welfare Support Scheme	£20 – Energy to customers applying for support £100 – Energy to customers applying for support (September) Food Pantry Voucher – 12 Month membership and £10 Shop additional vouchers provided for further shops.

### Application process

The council will contact all eligible households.

Residents that meet the qualifying criteria for Welfare Support Scheme, will need to complete an online application: <https://www.wigan.gov.uk/Resident/Benefit-Grants/Welfare-Reform/Local-welfare-support-professional-referral-form.aspx?ContensisTextOnly=true>. Alternatively, you can call 01942 705221, Monday to Friday, 9am to 5pm or in our Life Centres. Professional referrals e.g. CAB, DWP and other Council Services list not exhaustive.

### How often can I apply?

There is no maximum award set, the councils team looks at individuals circumstances.

## **Can you reapply if you have been awarded previously?**

Multiple awards can and are made to the same households. The Welfare Team has holistic wrap-around conversations with customers to look at individual circumstances and refer on to other services if needed identified e.g. debt advice or Welfare Rights for income maximisation.

## **When will I receive my support?**

Aim for 24-hour turnaround for applications however this can sometimes take longer due to unprecedented demand in applications. Target supported falls before school holidays.

## **Link to website**

[Household Support Fund-Wigan](#)

## **Contact information**

The Welfare Support telephone line is open Monday to Friday 9 a.m. to 5 p.m. Life Centres and Libraries face to face support. Exceptional cases - home visit by one of our Lead Officers.