
Elmbridge Local Support Scheme Policy 2026

1. Introduction

1.1 This Support Scheme provides targeted financial assistance to vulnerable households facing increased costs during the summer and winter period. Awards are calculated using a structured, component-based model that reflects household characteristics associated.

1.2 Elmbridge Borough Council has made available funding of £500,000 available.

2. Eligibility for the Scheme

2.1 The Council will use council tax records and the information gathered from payments under household support fund 6 to make payments for this Scheme.

2.2 To be eligible for the Scheme the following must apply:

2.3 Be in receipt of Housing Benefit or Council Tax Support on the 01 June 2026 or 01 November 2026.

2.4 To qualify on the 01 June 2026 a household include a child.

2.5 To qualify on the 01 November 2026 a household must include a child or a pensioner.

2.6 For the avoidance of doubt, only those households with a child will receive a payment in June and households with a child or pensioner will receive a payment in November. Households with pensioners will not receive a payment in June but will receive a payment if they have a child in the household.



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2.7 The value of award is based on the immediate household members. Non-dependent, sub-tenants, borders etc. are not immediate household members for purpose of this award.

2.8 Based on the eligibility criteria set out above there are approximately 3,368 households who will be eligible for a payment, 1,121 households with children and 2,247 households with pensioners.

2.9 Where existing bank details are held and passed pre-payment checks we aim to make payment directly to the bank account on the 15 July 2026 or the 15 December 2026. Payment to newly submitted bank details and any credits to council tax accounts will be made by the 30 July 2026 or the 30 December 2026 after the details have been confirmed.

2.10 We will write to households who may be eligible. Where we do not hold payment information, we will invite them to submit their bank details.

2.11 Where the council has no pay information it will be treated as unsuccessful and their entitlement will lapse, if the bank details have not been received 15 days before the payment dates in paragraph 2.9.

3. Award Components

3.1 Child Component is applied where the household has dependent children under 16. For the avoidance of doubt only one award of £100 will be made per claim based on the data on 01 June 2026, with a second award based on the data held at 01 November for the second payment

3.2 Pensioner component is applied where the applicant or partner have reached state pension age. The award value is £100 per claim, based on the data held on the 01 November, and there is only one award per household.

3.3 For the avoidance of doubt if a household is eligible for either of the child or pensioner component there is only one award of £100.

4. Payments



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4.1 Included within this scheme the Council, or a successor Council, reserved the right to make payments using the information gathered during processing until 31 March 2028 to make future payments.

4.2 Where the household pass pre-payment checks and have a direct debit for payment of council tax collected during 2026/27, we will look to automatically make payment to those bank details. Where we do not hold direct debit bank details, we will look to automatically make payment based on the information we have for previous schemes. Where payment information is not held and no application is made, but the claimant is liable for council tax we will look to credit the related council tax account.

4.3 If payment is rejected by the bank, but the claimant is liable for council tax we will look to credit the council tax account.

4.4 Where the council has not been able to make payment (for example no valid bank details or council tax account held) the Council will withdraw any payment due under this scheme.

4.5 Should funding of a similar nature become available the Council also reserves the right to use the data from this scheme to make payments, subject to the household meeting the relevant eligibility criteria on any future scheme.

4.6 Except in exceptional circumstances, or by the publication of an amended policy the use of this data to make future payments will apply until 31 March 2028.

5. Fraud

5.1 By accepting the support funding, you confirm that you meet the eligible criteria for the Discretionary funding. The Council will not tolerate any household falsifying their records or providing false evidence to gain access to funding. A person(s) who provides false information or makes false representation in order to benefit from the funding may be guilty of fraud under the Fraud Act 2006. Any payment will be subject to claw back if paid in error.

5.2 The Council will use all available tools to identify potential fraud, before, and after the payment. If you are accepting a payment, you are consenting for the Council to share the data on the application form for the purposes of validating the award with any appropriate organisations. If you do not consent to the sharing of the information the award will be deemed invalid.



6. Appeal Rights

6.1 Whilst there is no formal right of appeal except by judicial review, in the interests of natural justice and to eliminate the risk of administrative error, applicants may seek a review of the decision from the Council.

