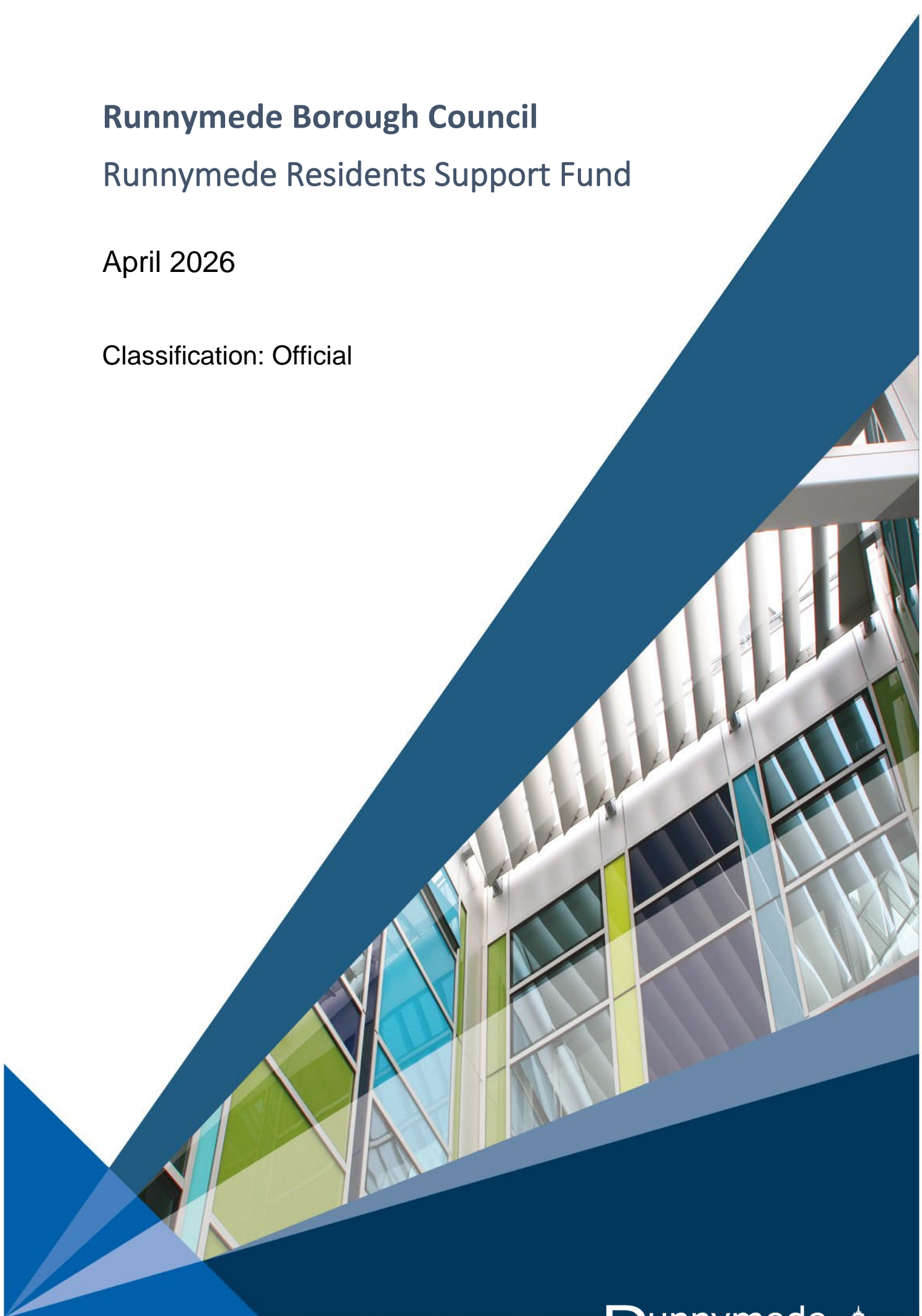


Runnymede Borough Council

Runnymede Residents Support Fund

April 2026

Classification: Official



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Runnymede Residents Support Fund

Runnymede Residents Support Fund (RRSF) is there to provide emergency assistance when government funding is no longer available or not appropriate.

A budget of £50,000 is available from 1st April 2026 to fund the scheme. This budget is not to be exceeded, once it has been spent no further applications or payments can be made.

Purpose of the Fund

The RRSF is designed to provide short-term, emergency financial assistance to residents experiencing urgent hardship. The fund supports individuals who may not qualify for existing government schemes but require immediate intervention to maintain their wellbeing or prevent further crisis.

The fund offers supplementary support to vulnerable residents, including (but not limited to):

- Low-income households
- Pensioners
- Unpaid carers
- Care leavers
- Residents with disabilities
- Individuals with limited access to other financial assistance

We will consider

- Fleeing abuse or violence.
- Fire / flood / disaster.
- Interruption to benefit income.
- Sudden reduction in income.
- Priority debt
- Victim of illegal money lending
- Moving property and incurred additional costs.
- Long term low income
- Increased costs
- Unexpected expense

The Council will have regard to the following guidelines before recommending any payment:

- Requests must be submitted in writing by the resident, their advocate/appointee, or an authorised third party.
- Applications must clearly explain the circumstances leading to the request and any associated hardship.
- A full income and expenditure statement must be provided for the applicant and any other household members.
- The Council may request supporting evidence to verify the information provided.
- Applicants must demonstrate that they have taken all reasonable steps to resolve their situation before applying.
- Consideration will be given to any entitlement the applicant may have to other welfare benefits, funds, discounts, or reliefs.

- Applicants must not have access to other assets that could reasonably be used to meet the need.
- The Council may consider the financial circumstances of the whole household at the time the debt or hardship arose.
- The Council may consider whether the crisis resulted from the actions of the resident or household members, or whether debts arose through wilful refusal or culpable neglect.
- Awards will only be made where sufficient Residents Support Fund budget remains available.
- Maximum total of support capped at £2,000 per household

Eligibility for Food, Utility bills and School Uniforms

The Fund is for those residents whose liability for Council Tax is because their sole or main residence at the time of award is within the Runnymede Borough Council area and have been assessed as requiring support with the cost of food or pay bills and have a household income below £38,300 per year and savings of less than £6,000.

Household income includes all benefits, earnings and pensions.

The following information must be supplied:

- National Insurance number
- latest two consecutive months bank/building society statements for all accounts held in the household. These must clearly show:
 - names
 - all transactions (including income, fuel bills, rent and regular payments where possible)
 - that the household has less than £6,000 in savings.

Where energy or water costs are required, the person applying for the Fund should wherever possible be the individual named on the energy or water bill.

Applications maybe refused where there is no evidence that energy or water bills are being paid.

Eligibility for essentials linked to energy and water, wider essentials, housing costs and crisis

Eligibility will be assessed on need per household, taking into account household composition income and savings by the Benefit Team or our trusted partner organisations, Citizens Advice, Adult Social Care Team and Runnymede Borough Council Housing and Revenues Teams.

A household is defined as the lead claimant, their partner, spouse or civil partner if they have one, any other adults living in the property, and any dependent children.

A claimant will need to demonstrate that they and/or their household are unable to repay priority debts, buy essential items or are otherwise experiencing difficulties, particularly those who cannot increase their income through work, to prevent the escalation of problems.

Payment

Payments may not always be made in cash. Where appropriate, support may be provided through vouchers or other non-cash methods.

Payments may be made directly to a landlord, creditor, or supplier where this is in the best interests of the resident and their household.

Type of support	Comments
<p>Food (support with food and groceries shopping)</p> <p><u>Household income below £38,300 per year and savings of less than £6,000.</u></p>	<p>£80.00 per household with children or £50.00 per household without children</p> <ul style="list-style-type: none"> • Per household, per application
<p>Utility bills (energy bills for any form of fuel that is used for the purpose of domestic heating, cooking or lighting, including oil or portable gas cylinders. It can also be used to support with water bills including for drinking, washing, cooking, and sanitary purposes and sewerage) where non-payment would cause enforcement action</p> <p><u>Household income below £38,300 per year and savings of less than £6,000.</u></p>	<p>£750.00 for electricity, gas or water</p> <ul style="list-style-type: none"> • Either as a one off maximum or multiple applications per household up to £750. • No more than 1 payment per month up to the amount outstanding on the bill over £10 • Each application must be accompanied by a utility bill dated in the last 30 days and show that any previous payments of the Fund have been used to reduce the arrears. • Those on prepaid meters will be given the amount shown outstanding •
<p>Essential Household goods. The Fund can be used to provide support with essentials household goods and items linked to energy, water and food, for example:</p> <ul style="list-style-type: none"> • Insulation or energy efficient items which reduce bills • Whitegoods such as fridges, freezers, ovens, slow cookers • Beds and bedding • Kitchen and tableware <p>Households on low incomes will be encouraged to repair or replace white goods and appliances with more energy efficient ones, or to invest in simple energy efficiency measures which will pay back quickly, such as insulating a hot water tank, fitting draft excluders to a front door, or replacing energy inefficient lightbulbs or white goods. The intention of this is to provide sustainable support which results in immediate and</p>	<p>£500.00 maximum per household</p> <ul style="list-style-type: none"> • Either as a one off maximum or multiple applications per household up to £500.00.

potentially long-lasting savings for the household	
Wider essentials not linked to energy, water or food. These may include, but are not limited to, support with other bills including broadband or phone bills, clothing and keeping warm.	£350.00 maximum per household <ul style="list-style-type: none"> • Either as a one off maximum or multiple applications per household up to £350.00.
School Uniforms <u>Household income below £38,300 per year and savings of less than £6,000.</u>	£150.00 maximum per household and is a one-off payment during the Summer and Christmas breaks <ul style="list-style-type: none"> • The child must be of school age and attending school
Wider essentials - travel expenses essential transport-related costs such as repairing a car or MOT, buying a bicycle or Rail ticket	£350.00 maximum per household. <ul style="list-style-type: none"> • Either as a one off maximum or multiple applications per household up to £350.00.
Wider essentials/Crisis. It can also include one-off payments to prevent or alleviate a crisis.	£2,000.00 maximum per household. <ul style="list-style-type: none"> • For example after a flood, fire or parent or dependant child bereavement. • Either as a one off maximum or multiple applications per household up to £2,000.00.
Housing Costs Not mortgages. Rental costs only (In exceptional cases of genuine emergency where existing housing support schemes do not meet this exceptional need)	£2,000.00 maximum per household. Where the property is owned by the Council, the payment will be made direct to the rent account. If the home is privately rented or with a Housing Association, please provide a rent statement showing the level of arrears and rent reference so payment can be made to the landlord.

Alternative support

A National Crisis & Resilience Fund is split into two elements: Crisis & Resilience Fund Housing Payments (CRF-HP) and Crisis & Resilience Payments (CRF-P). CRF-P is distributed to top-tier authorities, who subsequently determine whether to allocate any to district councils for local administration. Surrey County Council (SCC) has not yet communicated how it will operate CRF-P in 2026/27.

The Council administers Crisis & Resilience Fund Housing Payments (CRF-HP), and Council Tax Hardship (CTH) specifically designed to assist residents with housing and Council Tax costs. While the Government provides annual funding for CRF-HP administration, the Council must allocate funds from its existing budget for CTH.

In administering RRSF, consideration will be given to whether an application for CRF-HP, CRF-P or CTH should be considered as an application for RRSF and vice versa. The most appropriate fund will be considered for payment.

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