Winter Grants payment FAQ

Who is eligible for the payment?

To be eligible for the grant applicants must be one of the following status:

1. A parent or carer of a child living with you aged 0 to 16 years;
2. A parent or carer of a young person aged 16 to 18 years living with you;
3. A young person aged 16 – 18 years living independently;
4. A parent or carer of a young person aged 19 to 24 years with special educational needs or disability (SEND) if they have an Education Health Care Plan (EHCP) or have had an EHCP previously;
5. A young person aged 19 to 24 years with SEND if you have an EHCP or have had an EHCP previously;
6. A young person aged 18 - 21 years who has previously spent time in the care of Warrington Borough Council as a child.

Also, to be eligible for the grant applicants must currently be claiming one of the following financial support benefits (income is based on household):

- Income Support;
- Income-based Jobseeker's Allowance;
- Income-related Employment and Support Allowance;
- Support under Part VI of the Immigration and Asylum Act 1999;
- The guaranteed element of Pension Credit;
- Child Tax Credit (provided you're not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190);
- Working Tax Credit run-on - paid for 4 weeks after you stop qualifying for Working Tax Credit;
- Universal Credit.

Young People who get paid these benefits directly, instead of through a parent or carer, can claim for themselves, however full household circumstances have to be taken into account.

The payments are 1 per qualifying child or qualifying applicant

The amount of the payment due in December is £20.57 per qualifying child or qualifying applicant

This grant can be used for food, heating, lighting, cooking, water and sewerage needs. It is not intended to cover debt advice and general financial hardship support which is not linked to food, warmth and/or hygiene. This grant is not to be used to cover housing costs as there are other benefits and support is available to cover these costs.

How do I apply and will I be contacted if eligible to apply?

All applicants known to the Council have been notified by a letter. Communication has also been sent out via schools and council comms. Applicants do not need to await their letter before applying.

Online application can be found at www.warrington.gov.uk/COVID2020-WG

Applications can also be completed via assistance by calling Contact Warrington **01925 443322**

How many payments am I eligible for?

Once approved as eligible, applicants will be eligible for up to 4 payments payable in December, January, February and March.

How often do I need to apply?

Once approved as eligible you will not need to contact us again to receive future payments unless your circumstances or payment details change during that time.

We will contact you if we have any queries relating to your eligibility for future payments.

When & how will I receive payment?

For applications received up to and including 13th December, we will endeavour to ensure payments reach recipients before Christmas. Any received after that date will be paid as soon as possible after the application date.

Payments will be made directly into the applicant's bank account, or if this is not possible then postal vouchers can be provided. However arrangements will need to be made to collect the vouchers from Contact Warrington.

Once an application has been approved all further payments will be made automatically.

How do I appeal if you turn me down?

Email:

covidwinterpaymentgrant@warrington.gov.uk or by calling Contact Warrington 01925 443322, quoting your case reference.

Who do I need to contact if I haven't received payment?

Email:

covidwinterpaymentgrant@warrington.gov.uk or by calling Contact Warrington 01925 443322, quoting your case reference.

Who do I chase my application with?

Email:

covidwinterpaymentgrant@warrington.gov.uk or by calling Contact Warrington 01925 443322, quoting your case reference.