

About us

Folkestone & Hythe District Council's welfare team is there to offer support, guidance and connect you with relevant organisations that can help with:

- Money guidance with referrals to qualified free debt advisers
- Energy bills including referrals to help reduce your costs
- Making claims for other benefits you may be eligible for
- Illegal money lending (loan sharks), mental health, physical health, addiction and many more



To find out more:

[folkestone-hythe.gov.uk/help-support-cost-living](https://www.folkestone-hythe.gov.uk/help-support-cost-living)

support@folkestone-hythe.gov.uk

You can also call the Council Monday to Friday, 10am to 4pm at **01303 853555**. Please be aware phone lines may be busy.

Can we brighten your day?



**Contact us to see how we can
help you with**

- ➔ Rent
- ➔ Council Tax
- ➔ Food
- ➔ General welfare advice
or support

How can we help?

Folkestone & Hythe District Council's welfare team runs several schemes to support households in the district.

Housing Benefit

Help for rent payments if you are on a low income and in one of the following categories:

- You (and your partner if you have one) have reached state pension age
- In supported accommodation
- Living in temporary accommodation placed by the council

If you do not fall into one of these categories, you can claim Universal Credit for help with housing costs.

Council Tax Reduction

Help for council tax if you are on a low income and responsible for the council tax charge of your home.

Discretionary Housing Payments

Discretionary Housing Payments can provide extra money over the short-term to help residents in receipt of Housing Benefit or the housing element of Universal Credit with housing costs including:

- A shortfall between Housing Benefit and rent or housing costs included in Universal Credit and rent
- Rent deposits
- Rent in advance
- Moving costs

Financial Support Payments

A Financial Support Payment is designed to assist persons who have applied for council tax reduction and who are still struggling to make payments.

This is to provide further assistance where an applicant is in receipt of council tax reduction but the level of support being paid by the council does not meet their full council tax liability.

Household Support Fund

This can help people experiencing financial hardship with particular emphasis on help with food vouchers and referrals for fuel support to Kent County Council.

Home Essentials Fund

A limited scheme to support low-income households with energy efficient solutions to help reduce their costs and supply more efficient items to replace broken ones, including:

- ➔ Boiler replacement and servicing
- ➔ Oil heating tune ups and support
- ➔ Beds and mattresses to homes that do not have suitable bed provision
- ➔ White goods such as cookers, fridge/freezers/washing machines, etc.

Further information and application forms for these schemes can be found on our website through our dedicated cost of living support page:

[folkestone-hythe.gov.uk/help-support-cost-living](https://www.folkestone-hythe.gov.uk/help-support-cost-living)