



Llywodraeth Cymru  
Welsh Government

## Welsh Government Support for Households

### Crisis support

- **Discretionary Assistance Fund:** this financial year we have allocated £38.5 million [Discretionary Assistance Fund](#) to provide urgent assistance to people in financial crisis. The DAF can provide cash support to help with the cost of essential bills and also grants to help people live independently. **Apply online or contact 0800 859 5924 (9.30am to 4.00pm Monday to Friday) for more information.**
- **Fuel Bank Foundation:** Our funding for the [Fuel Bank Foundation](#) has enabled the organisation to provide a greater level of support for households in Wales that pre-pay for their fuel and are at risk of disconnection. This includes vouchers for those with pre-payment meters and help with the cost of fuel for off-grid households. The Foundation has built a network of more than 100 referral partners in Wales who are responsible for undertaking an initial assessment of need before referring customers to the Foundation for help. **For a list of referral partners in your area contact [help@fuelbankfoundation.org](mailto:help@fuelbankfoundation.org). If you are interested in becoming a referral partner as an MP or MS, please contact: [newpartners@fuelbankfoundation.org](mailto:newpartners@fuelbankfoundation.org)**
- **Tackling Food Poverty:** This financial year we have allocated £2m to support community food organisations to tackle food poverty and provide a wider range of services to help individuals and households maximise their income and build financial resilience. Community food organisations that are seeking funding to help meet demand should speak to their local authority. **Many small and local organisations provide food banks. Trussell trust provide a list of their [food banks by area](#).**
- **Getting Help:** We have also created a page on the Welsh Government website which outlines **the help that is available** for the many people who are struggling right now: [Get help with the cost of living | GOV.WALES](#).

### Help with Household Costs

- **Homelessness Prevention:** Discretionary Homelessness Prevention funding has been allocated to Local Authorities to help individuals and families prevent or quickly relieve homelessness. This could include paying rent arrears, household bills or providing a rent guarantee. People wanting to find out more about accessing this support should speak to their local authority. Our [Help to Stay](#)

scheme is also available to help people who are struggling to pay their existing mortgage. **Apply online or if you have any questions about the scheme guidance or completing the application form, please contact [applications@helptostay.wales](mailto:applications@helptostay.wales).**

- **Council Tax Reduction scheme:** Our [Council Tax Reduction Scheme](#) is available in all local authority areas. The scheme is means tested and provides financial assistance to almost 260,000 low-income and vulnerable households. Of these, almost 214,000 pay no council tax at all. **People should speak to their local authority to find out more about accessing this support.**
- **Warm Homes Programme:** our new [Warm Homes Programme](#) is our primary programme for tackling fuel. The scheme can assist people on low incomes who cannot afford to install energy efficiency measures or low carbon heating solutions. An enhanced free impartial advice is also available to all householders who meet the eligibility criteria. **Phone Nest free on 0808 808 2244 (Monday to Friday from 9am to 6pm).**

## Maximising Income

- **Benefits take up campaigns:** We are delivering our [Here to Help](#) benefits take up campaign which is supporting people to access the financial support they are entitled to. Through Advicelink Cymru, Citizens Advice and their partners are able to provide advice and also signpost you to other agencies that may be able to help you. **People wishing to speak to an adviser should call 0800 702 2020, or can talk to an adviser online [here](#).**
- **Pension Credit:** this year the Winter Fuel Payment will be linked to the receipt of specific means-tested benefits. As such, for many older people in Wales, Pension Credit will be the key to accessing their entitlement to the Winter Fuel Payment and other support including housing costs, help with Council Tax and a free TV licence for those aged 75 and over. It is possible to apply for Pension Credit and have the claim backdated by up to 3 months - so long as there is entitlement during that time. This means that the latest date to apply and still qualify for Winter Fuel Payment is 21 December 2024. We will continue to support the uptake of Pension Credit in Wales including through additional targeted activity this autumn with our Here to Help Campaign. **People wishing to speak to an adviser should call 0800 702 2020, or can talk to an adviser online [here](#).**
- **Single Advice Fund:** During 2023-24, the Single Advice Fund services helped more than 108,000 people deal with over 380,300 social welfare problems. Those helped were supported to claim additional income of £33.1 million and had debts totalling £11.4million written off. **People wishing to speak to an adviser should call 0800 702 2020, or can talk to an adviser online [here](#)**
- **Credit Unions:** Our support for [credit unions](#) is helping them to offer savings and affordable loans to people in Wales. This includes expanding their lending to people with a poor credit history who otherwise would be refused a loan and are at risk of being driven to borrow from illegal money lenders. [Find your nearest credit union](#).

## Help with Costs of the School Day

- Food in Schools: We are committed to our free school meals programme, including the expansion of [free school meal](#) provision for primary pupils. People should speak to their local authority to find out more about accessing this support. It is important that families accessing FSM for primary pupils also register their eligibility as this will result in additional [Pupil Development Grant](#) funding for the school.
- Schools Essentials Grant: More families can now benefit from financial support with the cost of school uniforms and school kit through our [Schools Essentials Grant](#). The Grant has helped to remove the worry surrounding the purchase of school uniform and equipment for many families. **For further information on eligibility or the application process, please contact your local authority directly.**
- Education Maintenance Allowance: Our [Education Maintenance Allowance](#) is helping learners from low income families to stay in education and training with a £40 a week allowance. **People wishing to access this support should speak to their local authority.**

## Helping People with further support

- Safe and Warm Places: this financial year we have allocated a further £1.5 million to continue to support the provision of safe and warm places within the local community where people of all ages can go to access services and advice, participate in social activities or simply get a warm cup of tea with company. Allocated through Local Authorities this funding builds on provision already available across Wales through the public, voluntary and faith sectors, enabling organisations to open their facilities for longer, open more often or to provide a meal and refreshments to those attending. **Community organisations seeking funding to support a warm space should speak to their Local Authority. People wanting to attend a warm space near to where they live can either contact their Local Authority, many of which will have their own directory of warm spaces, or access the Warm Welcome Spaces online map [Find a Space](#) to search by their location.**
- Training for frontline workers: We are funding a programme of training for frontline workers so they are better able to support their service users to access all the financial support they are entitled to. The training sessions are updated with the latest help available from UK Government, Welsh Government and other schemes. The contract to deliver this training is currently out to tender. **People wishing to access the training can find out the latest position by emailing the Welsh Government's Tackling Poverty Mailbox: [TacklingPovertyAndSupportingFamilies@gov.wales](mailto:TacklingPovertyAndSupportingFamilies@gov.wales)**

- Money Guiders Training: The Welsh Government works closely with the Money and Pensions Service (MaPS) on its financial wellbeing work. MaPS has developed an ongoing professional development programme, [Money Guiders](#), which includes e-learning and is designed to help organisations and individuals to confidently talk about money with their customers and give safe, effective guidance. **For general enquiries Email: [contact@maps.org.uk](mailto:contact@maps.org.uk) or Phone: 01159 659570**
- Healthy Start Scheme If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food, milk and infant formula. If you're eligible, you'll be sent a Healthy Start card that you can use in UK shops that accept Mastercard® . You'll get money added onto your Healthy Start card every 4 weeks.

You'll get:

- £4.25 each week of your pregnancy from the 10th week
- £8.50 each week for children from birth to 1 year old
- £4.25 each week for children between 1 and 4 years old

Cards can be used to buy:

- plain liquid cow's milk
- fresh, frozen, and tinned fruit and vegetables
- fresh, dried, and tinned pulses
- infant formula milk based on cow's milk

You can also use your card to collect:

- Healthy Start vitamins – these support you during pregnancy and breastfeeding
- vitamin drops for babies and young children – these are suitable from birth to 4 years old

To check eligibility and apply visit: [Get help to buy food and milk \(Healthy Start\)](#)