

Financial support for those facing coronavirus hardship

Camden Council have increased our financial support for residents who need it. If you know of any residents who are struggling with their finances as a result of coronavirus, please ask them to get in touch with us because they can get help. Please be aware that if you speak to any residents who are in immediate financial crisis, you can apply for a one-off emergency payment on their behalf through our Local Welfare Assistance Scheme. See below for more information.

Please also consider sharing this information via your own communication channels such as emails to parents and carers or via your social media channels.

Financial support available:

1. If any residents are facing immediate financial hardship – e.g. they have no savings or money in their account – they can apply for a one-off payment through our **Local Welfare Assistance Fund** online or by calling **020 7974 4444 (option 9)**. Please note that:
 - An award is a one off payment usually only about £50 to cover an emergency situation like paying for essentials like groceries or a bill
 - An award will not be made to cover rent, debts or replacement white goods or furniture
 - Residents should be claiming any benefits they are entitled to including Universal Credit, ESA, JSA, IS and Tax Credits. However, residents may be awarded a payment if they have applied for benefits for the first time and they're waiting for the first payment or if they have run out of money before their next benefits payments and need to buy food or pay for electricity.
2. If any resident is worried about their ability to pay council tax, they can call us on **020 7974 4444 (option 9)**. Depending on their circumstances, they might also be able to receive support to pay their council tax through our Council Tax Support scheme, which can be applied for at camden.gov.uk/council-tax-support. For those receiving Council Tax Support already and have something left to pay, they should have received a letter from us about a further discount but should get in touch if they haven't.
3. For those residents receiving benefits, it's really important that they tell both us and the Department of Work and Pensions (DWP) about any changes to their income so that we can adjust the amount they are entitled to. This can be done at gov.uk for any DWP benefits, and by emailing benefits@camden.gov.uk or by filling in a 'change in circumstances' form at camden.gov.uk/benefits. Residents should call us if they have any problems accessing the form.
4. For those who have seen their income reduce or stop but are not receiving benefits already, they might be eligible for [Council Tax Support](#) (see above), [Universal Credit](#) and contributions-based benefits like [Job Seekers' Allowance](#) or [Employment Support Allowance](#). Visit gov.uk for more information.
5. Anyone struggling to keep up with payments on existing debts like a loan, credit card, overdraft or mortgage should ask their bank for a 3-month payment holiday.

You can find out more about financial support at camden.gov.uk/coronavirus

