

Freedom of Information Request – Response – 28024

I am writing to you under the Freedom of Information Act 2000 to request information regarding the administration of the council's hardship and crisis support funds (including the Household Support Fund, Local Welfare Assistance scheme, or equivalent crisis provision) for the last three full financial years (2023/24, 2024/25, 2025/26).

Please could you provide the following data, split out by specific hardship fund type (e.g., broken down by Household Support Fund, Local Welfare Assistance scheme, or other distinct crisis provisions):

1) How many individual applications for hardship or crisis support did the council receive during each financial year?

A – 2023/24 -17,606, 2024/25-26,615, 2025/26-18,546

1a) Of the total applications received, how many were rejected, closed, withdrawn, or otherwise unsuccessful?

A – 2023/24-4725, 2024/25-8407, 2025/26-5563

1b) Of the unsuccessful applications identified in 1a, how many were fully completed but rejected because the applicant did not meet the eligibility criteria?

A – 18490

1c) Of the unsuccessful applications identified in 1a, how many were closed, withdrawn, or rejected specifically because the applicant failed to complete the application or was unable to provide the required information, documentation, or evidence?

A – 8177

2) What was the total financial budget allocated to the council for hardship/crisis support for each financial year?

A – 2023/24: £10,212,543

2024/25: £10,212,560

2025/26: £8,999,226

2a) Of this, how much of the total allocated hardship/crisis budget remained unspent at the end of each financial year?

A – 2023/24: £0

2024/25: £8,208

2025/26: £126,925

Please note: If the data for questions 1b and 1c are not recorded in the exact format requested, please provide the closest available recorded data indicating applications closed due to incomplete information or missing evidence.

