

Southwark Emergency Support Scheme – Voluntary Sector Eligibility Criteria Feedback

From	Summarised comments	Southwark Response
Southwark Pensioners Centre	<p>1. "Face to face" and paper applications should be possible, particularly for elderly and deaf clients.</p> <p>2. Awards should not only be made for a "serious and significant" crisis and it should also include impending crises.</p> <p>3. The age of an applicant should be taken into consideration when deciding awards</p> <p>4. Local connection rule should not be 6 months</p> <p>5. Scheme shouldn't be restricted to applicants on means-tested DWP benefits.</p> <p>6. Customers should be able to apply for all statutory provisions at the same time</p> <p>7. Applications should not be declined on the grounds of how many awards have already been granted.</p> <p>8. Applicants should not be excluded because they were housed in Southwark by another LA.</p> <p>9. Provisions in the scheme should not be vouchers/goods only but it should feature cash too. It should also feature a medical item provision</p> <p>10. Decisions should be made within 1 day on crisis applications and within 10 for other applications</p> <p>11. Notification should not be by email.</p> <p>12. Decisions on eligibility for the social fund should not depend upon budgetary constraints</p> <p>13. Signposting to support services should not be a replacement for an award.</p>	<p>1 Vulnerable customers can take advantage of "assisted self-service" or make a free telephone application at One Stop Shops, or a home visit could be arranged to assist them in exceptional circumstances.</p> <p>3. Individual circumstances will be factored into decisions and criteria now include impending crises.</p> <p>4. Age will be considered a factor.</p> <p>5. This criterion has been changed to 6 weeks with exceptions.</p> <p>6. An exceptional circumstances provision has been included in respect of applicants with other low incomes.</p> <p>7. Not possible as provided by Local as well as Central Government, but we will seek to offer the correct advice at first point of contact.</p> <p>8. See answer 3 below.</p> <p>9. Such applicants should generally apply to the LA that housed them. An exceptional circumstances provision has been included for when this is shown to not be possible.</p> <p>10. The scheme will also feature an emergency cash provision, but it will not feature medical items. These will remain excluded.</p> <p>11. This is currently under consideration and we are working towards crisis decisions being made within 24 hours.</p> <p>12. Where applicants state they do not have an email address, we will always use an alternative method.</p> <p>13. This is not our intention, but the fund is finite. Following 6 months of operating the scheme, we shall undertake a review to ensure we are meeting the needs of those most vulnerable and achieving value for money.</p> <p>1. The extent of financial support we can offer over the year will inevitably be budget dependant.</p>
Citizens Advice /	<p>1. How will people know about the application</p>	<p>1. Publicity and communications plan currently being developed.</p>

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<p>SLAN / Faces in Focus / Community Action Southwark</p>	<p>methods?</p> <p>2. There may be equality act implications if people are not able to claim in person.</p> <p>3. In a crisis, customers should not be excluded due to previous awards.</p> <p>4. Will customers be advised to make a claim to the DWP when there is a more suitable statutory provision to apply for there?</p> <p>5. Re exclusion based on “savings”. This may need definition otherwise open to challenge.</p> <p>6. Re signposting and onwards referrals we need to agree clear referral criteria.</p> <p>7. We would like the Equality Human Rights panel to be involved in the equality analysis</p> <p>8. Exclusion due to immigration restrictions should this be clearer.</p> <p>9. Any voucher system should be as non-stigmatising as possible.</p> <p>10. There should be a cash fund.</p> <p>11. Not all overseas needs should be excluded (such as travel to a funeral overseas).</p> <p>12. How people are informed about the fund is key</p> <p>13. Some Schemes distinguish between crisis payments and Community Care Grants to help people stay in their homes or resettle</p> <p>14. There should be some discretion to assist people on low income even if not receiving the “passporting” benefits</p> <p>15. We feel there needs to be the facility for people to complete the forms in person</p> <p>16. Thought needs to be given to the role of ‘trusted intermediaries’ in terms of speeding up assessment of claims</p> <p>17. We feel there needs to be some facility for payment on the day for rent in advance</p> <p>18. The scheme should not overlap with planned resettlement for example social</p>	<p>2. There will be an option to claim over telephone or online with assistance at the One Stop Shops and local Job Centre Plus</p> <p>3. There will be a max number of awards rule, but provision has also been included for particularly compelling scenarios.</p> <p>4. We will always seek to signpost customers to the correct provision/fund.</p> <p>5. We will have to clearly define the exact rules around exclusion based on savings/capital and on the level of savings that will affect awards.</p> <p>6. CAB will be consulted further on this.</p> <p>7. This request will be considered.</p> <p>8. Definition has been expanded & clarified.</p> <p>9. We are aware of the potential stigmatisation and will work with our fulfilment partners to alleviate. Details of voucher system are currently being devised but vouchers considered vital to protect funds.</p> <p>10. There will be an emergency cash fund.</p> <p>11. It is felt that this exclusion should remain in the scheme as funding so limited.</p> <p>12. Publicity plan is currently being worked on.</p> <p>13. These distinctions feature in the Southwark scheme</p> <p>14. An exceptional circumstances provision is being included for others on low income</p> <p>15. Applications can be made at One Stop Shops using assisted self service.</p> <p>16. Scheme will feature referrals, so this may be possible. Requires further discussion.</p> <p>17. Such a facility is planned. Further discussion/consultation required.</p>
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	<p>services responsibilities</p> <p>19. Thought should be given as to how the voucher system will not stigmatise</p> <p>20. The scheme needs to set out how much will be given for emergency living expenses and for how long</p> <p>21. Needs some more definition of the kind of items that will be considered</p> <p>22. An appendix could set out the suppliers of goods to be used</p> <p>23. A small cash fund should be retained</p> <p>24. The approach to residence test should align as far as possible with other London Boroughs. There should be the ability to exercise discretion</p> <p>25. FEHRS would like to comment on the EA when this is available</p>	<p>18. Work is being done to establish clearly drawn lines between different schemes, provisions and the council's statutory duties.</p> <p>19. Details of voucher system being worked on</p> <p>20. Exact amounts for living expenses currently being devised. Likely to be based upon DWP figures</p> <p>21. Work in progress on this.</p> <p>22. As above.</p> <p>23. An emergency cash fund is planned</p> <p>24. Exceptional circumstances provisions have been included re local connection and one included as per what LA's have agreed with St Giles for released prisoners.</p> <p>25. Will be considered</p>
<p>St Giles Trust</p>	<p>1. Residency in Southwark being a condition will exclude many released prisoners who we have to house outside Southwark.</p> <p>2. "Rent in advance" should not be excluded from scheme as those not currently in receipt of HB cannot claim it from the DHP fund.</p> <p>3. In our view, this will need to include arrangements for direct payment of rent in advance to a private landlord. Plus decisions on such cases should be expedited and payment made within one day, so property is not lost.</p>	<p>1. The residency/local connection criterion has been amended to include a provision covering St Giles' "released prisoners" client group, in line with their suggestion.</p> <p>2. "Rent in advance" can be claimed from the scheme in such circumstances.</p> <p>3. Such provisions are being considered and St Giles will be consulted further on these matters.</p>