

Southwark Emergency Support Scheme – Voluntary Sector Eligibility Criteria Feedback

From	Summarised comments	Southwark Response
Southwark Pensioners Centre	<ol style="list-style-type: none"> 1. "Face to face" and paper applications should be possible, particularly for elderly and deaf clients. 2. Awards should not only be made for a "serious and significant" crisis and it should also include impending crises. 3. The age of an applicant should be taken into consideration when deciding awards 4. Local connection rule should not be 6 months 5. Scheme shouldn't be restricted to applicants on means-tested DWP benefits. 6. Customers should be able to apply for all statutory provisions at the same time 7. Applications should not be declined on the grounds of how many awards have already been granted. 8. Applicants should not be excluded because they were housed in Southwark by another LA. 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 10. Decisions should be made within 1 day on crisis applications and within 10 for other applications 11. Notification should not be by email. 12. Decisions on eligibility for the social fund should not depend upon budgetary constraints 13. Signposting to support services should not be a replacement for an award. 	<ol style="list-style-type: none"> 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. 3. Individual circumstances will be factored into decisions and criteria now include impending crises. 4. Age will be considered a factor. 5. This criterion has been changed to 6 weeks with exceptions. 6. An exceptional circumstances provision has been included in respect of applicants with other low incomes. 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. 8. See answer 3 below. 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. 10. The scheme will also feature an emergency cash provision, but it will not feature medical items. These will remain excluded. 11. This is currently under consideration and we are working towards crisis decisions being made within 24 hours. 12. Where applicants state they do not have an email address, we will always use an alternative method. 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>1. The extent of financial support we can offer over the year will inevitably be budget dependant.</p>
Citizens Advice /	<ol style="list-style-type: none"> 1. How will people know about the application 	<ol style="list-style-type: none"> 1. Publicity and communications plan currently being developed.

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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>