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<th>Shared Emergency Support Scheme guidance notes</th>
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<td>Purpose:</td>
<td>Procedural guidance to ensure staff follow the correct process when assessing</td>
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<tr>
<td>Attention:</td>
<td>Managers, HB/CTB Staff</td>
</tr>
<tr>
<td>Responsibility:</td>
<td>Learning Development and Customer Care</td>
</tr>
<tr>
<td>Author:</td>
<td>Emily Newell, Commissioning Officer – Financial Resilience</td>
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<tr>
<td>Version:</td>
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<tr>
<td>Last reviewed:</td>
<td>May 2015</td>
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<td>Next review:</td>
<td>August 2015</td>
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1.0 INTRODUCTION

In April 2013, most elements of the Discretionary Social Fund were abolished and the responsibility for meeting the needs that used to be met through Crisis Loans (for items and living expenses) and Community Care Grants were transferred to Local Authorities.

Lambeth, Lewisham and the City of London received a total of £2.1m to dispose of annually across the three boroughs, and this is allocated to eligible applicants who are in crisis or have a community care need and need support from the Local Welfare Assistance schemes. The grant amount provided to the boroughs is on average 20% less funding than the DWP spent in the boroughs in the full year of 2010-11.

The City of London asked Lambeth to run their Local Welfare Assistance scheme from the point at which the funding was localised in April 2013.

In February 2014 the DWP announced that the separate funding previously provided to LWP would cease and from April 2015, would be included within the general grant funding. Whilst Local Authorities challenged this decision, they also began to make pragmatic plans around how best to utilise the residual funding available.

As early as December 2013, Lambeth and Lewisham had entered into discussion around creating a shared service with the objective of reducing the administrative costs and thereby enabling a Local Welfare Assistance scheme to continue in place for as long as was financially viable.

The following guidance will assist decision makers in Lambeth when assessing applications from residents in all three boroughs. For the purpose of this document, the tri-borough scheme will be referred to as the Emergency Support Scheme (ESS).

2.0 HOW WILL SUPPORT BE OFFERED?
This scheme provides in-kind support wherever possible rather than cash grants. We aim to help those who are in need of support due to exceptional circumstances (like a crisis/disaster or a move forced on the household due to community care or other needs) not to meet the needs of those who are on a low income and generally struggling to cope. We are working in partnership with local charities and suppliers to provide the support that is required to those who qualify for assistance. The support we are offering includes second hand furniture and appliances, repairs, flooring, travel warrants and clothing and food vouchers.

This scheme is only for those:

- experiencing a crisis or an emergency
- being resettled into the community following a period in institutional or residential care
- needing support to prevent them from entering institutional or residential care
- families under exceptional pressure
- setting up home as part of a planned resettlement
- starting, or who have just started, employment
- requiring storage due to entering institutional or residential care, homelessness, imprisonment or domestic violence
- requiring travel expenses for reasons including visiting an ill relative or attending a funeral

In some instances we will award loans under the scheme. These will be administered by the London Mutual Credit Union (for Lambeth residents) on our behalf. As a condition of receiving a loan, applicants must open a Credit Union account and agree to have their benefits paid into this account. 2% interest will be charged. Failure to make any attempt to repay an ESS loan would automatically disqualify an applicant from any assistance from the scheme in the future, whatever the circumstances. If there is evidence that the applicant is actively repaying a loan, but hasn’t fully paid it off, they can apply for assistance.

Assessors will always test whether the applicant meets the criteria for receiving emergency/crisis support and/or whether they meet the criteria for community care support and then decide how to meet that need – it may be in-kind support or a loan through the Credit Union. The applicant does not choose.

If someone is ineligible for an award (or does not follow through the process of taking up the support that has been offered so their application is cancelled), they can apply to the scheme again. There is a limit of two successful awards of crisis support per year and one per year for community care support.

Turnaround goal for decisions is 2 working days for crisis/emergency support and 3 working days for applicants with a need for community care support.

3.0 HOW TO APPLY FOR THE EMERGENCY SUPPORT SCHEME

Applications should be made on-line. Agency referrals (e.g. support workers, social workers, advice agencies) should use the on-line form and complete for/with applicants.

Applicant will be required to provide a phone number during the application process for the purpose of communicating decisions—preferably a mobile as well as an email address if possible.
There are eligibility criteria that will need to be met and the application form asks questions which will decide whether a person qualifies for the scheme. If they satisfy the first stage of the eligibility criteria (i.e. prove they are an eligible person), the next section will ask them about how the need arose, whether they have other means of meeting it, and what support is needed for. To receive an award the applicant has to have an eligible need.

There maybe some exceptional circumstances when people may fall outside of the normal eligibility qualification on the grounds that they don’t meet the 6 week local connection criteria for example, those leaving prison, or fleeing violence. These exceptional circumstances will be considered on a discretionary case-by-case basis.

4.0 ELIGIBILITY CRITERIA

The below sets out the eligibility criteria an applicant will have to meet in order to be considered for both an award of crisis support and an award of community care support (unless indicated):

- Applicant must be aged 16 or over (for Lambeth residents)
- Applicant must live or be staying in Lambeth (and have been here for six weeks prior to applying)

<table>
<thead>
<tr>
<th>Lambeth applicants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bereavement Benefit</td>
</tr>
<tr>
<td>Carer’s Allowance</td>
</tr>
<tr>
<td>Employment and Support Allowance (ESA) – Contributory</td>
</tr>
<tr>
<td>Employment and Support Allowance (ESA) – Income-related</td>
</tr>
<tr>
<td>Incapacity Benefit</td>
</tr>
<tr>
<td>Income Support</td>
</tr>
<tr>
<td>Industrial Death Benefit</td>
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<tr>
<td>Industrial Injuries Benefit</td>
</tr>
<tr>
<td>Jobseeker’s Allowance (JSA) – Contribution-based</td>
</tr>
<tr>
<td>Jobseeker’s Allowance (JSA) – Income-based</td>
</tr>
<tr>
<td>Maternity Allowance</td>
</tr>
</tbody>
</table>

Exceptions are where a person is fleeing violence, is a released prisoner, has been sleeping rough and has just moved into accommodation, is in temporary accommodation or in a registered care project out of borough.

- Applicant must be in receipt of, or about to be in receipt of (meaning that they have put in a claim) one of the benefits listed below:
| Pension Credit | Tax Credits | Widow’s Benefit | Housing Benefit |

- Applicant must not be an excluded person – i.e. people in hospital or care homes (unless they are about to be discharged within 2 weeks), serving prisoners (unless they are about to be released within 2 weeks), members of religious orders, people in relevant education who do not qualify for the qualifying benefits.
- Applicant must not have any savings or other money that can be relied on to meet the need he/she is presenting with (crisis support only)
- If an applicant declares that they have savings, then they will be expected to use this to meet their needs if applying for emergency or crisis support.
- If an applicant declares that they have savings in excess of £500 (£1,000 for a couple) and they are applying for community care support, then they would be expected to contribute some of their savings to meeting the costs of the items they need. For example, we would reduce the amount awarded by the amount of savings they have in excess of the savings limit pound for pound. For example, in the case of a single person, if their package of furniture came to £1000, and they had £900 in savings, we would pay £600 and they would be expected to contribute the other £400.
- Applicant must not have received an award of crisis support under the Emergency Support Scheme within the past 6 months
- Applicants must not have received an award of community care support from the Emergency Support Scheme or Local Support Scheme in the past 12 months
- Lambeth applicants must not have received a Care Leavers’ Grant or Section 17 grant for the same or similar items and needs in the past 6 months in the case of a crisis or 12 months in the case of a community care need.
- Applicant must not be eligible for an Short Term Advance of Benefit payment from DWP
- Applicant must not have failed to repay a previous Emergency Support Scheme Crisis Loan
- Applicant must not be seeking support to pay for an excluded item.
- Applicant must be likely to be able to repay any loan given by the Credit Union
- Applicant must be willing to join the Credit Union as a condition of receiving any loan and have their benefits paid through the CU account so that deductions can be made to repay the loan

4.1 Immigration control

The ESS provides support to those that are on limited leave to remain, indefinite leave to remain or exceptional leave to remain, and are claiming a qualifying benefit. The following applicants are not eligible for support:
- Those that have been refused leave, are overstaying or are in the country illegally
- Those that have been granted to leave to remain but have no access to public funds. These people should seek support from the Council’s Corporate No Recourse to Public Funds Team.
- Those that have been granted leave to remain but are subject of a formal undertaking

5.0 WHEN WOULD WE GIVE CRISIS SUPPORT?
• Crisis support awards are intended for applicants who are unable to meet their short term needs either in an emergency in relation to some expenses, or as a consequence of a disaster. The need for help in an emergency will generally be for day to day living expenses for a short period not normally exceeding 14 days. In some circumstances we will pay living expenses for longer than this, for example if an individual is undergoing a mandatory reconsideration or has been sanctioned and their benefit stops for a period longer than 14 days.
• It should be the only means of avoiding serious damage or serious risk to the health and safety of the applicant or a member of the family.
• You must be satisfied that the emergency is not the result of an act or omission for which the applicant or partner is responsible, and that they could not have taken reasonable steps to avoid the emergency.
• Applicants must have a crisis need that has arisen through no fault of their own (unforeseeable circumstances).
  o Examples of causing the emergency by a direct act are gambling or misspending or leaving a laptop on top of a hot cooker.
  o Examples of situations where they or their partner could have taken reasonable steps to avoid it are leaving a door unlocked and cash being easily accessible to a thief, or the applicant or partner choosing to carry all of their available cash and this is lost or stolen.
  o Those who are the innocent victims of crime such as physical assault are not likely to have caused the emergency, or have been able to take steps to avoid it. There will generally be corroborative evidence, such as a crime reference number.
  o Where the applicant or their partner is the victim of the crime, you must be satisfied that the emergency could not reasonably have been avoided. For example, if the person was alone at night in an area known to have a high crime rate carrying more than a small amount of cash
• To make good damage caused by a disaster (eg: flood/fire) or break-in (assuming the landlord is not responsible for the repairs). (Lambeth)
• To change locks/secure a property following a break-in (for Lambeth residents only).
• To replace items lost during a disaster (eg: flood/fire) or break-in/robbery which would be essential to maintaining the health and safety of the family.
• The previous DWP scheme provided a crisis loan if the applicant had an urgent need of accommodation and required help with rent in advance/tenancy deposit.

5.1 Living expenses

• The tables below show the maximum amounts that we would pay towards living expenses.

  **Fuel**

<table>
<thead>
<tr>
<th>Days until next payment</th>
<th>1 bedroom</th>
<th>2 bedrooms</th>
<th>3 bedrooms</th>
<th>4+ bedrooms</th>
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<td>Days until next payment</td>
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<td>2 people</td>
<td>3 people</td>
<td>4+ people</td>
</tr>
<tr>
<td>-------------------------</td>
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<td>£80.00</td>
<td>£140.00</td>
<td>£150.00</td>
</tr>
</tbody>
</table>

### Food

5.5 Applications for rent in advance from Lambeth residents

- The Lambeth scheme does not provide cash loans to help with this support need but the Council’s Home Finder service can help.
- Any applications for housing costs such as rent will need to be referred to the ESS Manager and sent over to David Walton on the Tenancy Sustainment Team.
- A referral form will need to be completed (based on a template) which will include:
  - Name
  - DOB
  - Current address
  - Contact phone number
• Contact email address (if they have one)
• Property address

- This will be emailed across to the team via a specialist secure email.
- They will contact the client to arrange the guarantee for the deposit. This will be between Lambeth and the landlord, not the applicant.
- There is no charge against this for the ESS – it’s an internal Lambeth team and a service we already provide. The contact person is: David Walton.
  - All of the Lambeth applicants to the ESS that wish to claim for a tenancy deposit/rent in advance will need to have someone supporting their claim (if they’ve left prison this is most likely to be someone from St Giles, although could be a social worker or someone from another support agency).
  - They must also meet the 6 week local connection clause, unless they come under one of the exceptional criteria categories, and otherwise be eligible for community care support on the grounds of either being resettled, being a family under exceptional pressure or be someone leaving or seeking to avoid institutional care.

5.7 Hardship Payments and Sanctions

- For Lambeth applicants, if the person is sanctioned then this is not an automatic rejection, and should be treated as no income/crisis.
- For all applicants, JCP (locally) should be contacted to find out if the applicant is likely to be eligible for a hardship payment (can see if the applicant has been sanctioned on CIS)
- Any Lambeth applicants that are believed to be eligible for a hardship payment from the DWP and are claiming (or in the process of claiming) a health-related benefit (ESA, DLA, PIP, AA), or are claiming Income Support due to being a carer or having a health condition, should be referred to Gladys at Every Pound Counts for support. Gladys can be asked for advice ahead of an assessor making a decision, to assess the likelihood of the applicant getting a payment from the DWP.
  Tel: 0207 926 0531
  Mobile: 07773 027 879
  Email: gfolarami@lambeth.gov.uk
- If, following referral to Every Pound Counts, Gladys finds that the applicant is not eligible for DWP support (due to previous unpaid loans etc), the applicant will be advised to reapply for support from the ESS. The applicant will indicate that they have been working with Gladys on their new application form, and Gladys will send an email to ESSInternal confirming their in-eligibility and their forthcoming re-application to the scheme.

5.8 STBAs and Breaks in Claims

- If a claim has been made for one of the above qualifying benefits then this should be treated as ‘about to be in receipt of benefits’ and the applicant should be considered for crisis support where they are not eligible for an STBA from the DWP.
- If a person has a break in their benefit claim, Lambeth applicants should be considered for a crisis award where DWP support is not available.
- If a claim has been made for one of the above qualifying benefits then this should be treated as ‘about to be in receipt of benefits’ and the applicant can be considered for crisis support
Any Lambeth applicants that are believed to be eligible for an STBA from the DWP and are claiming (or in the process of claiming) a health-related benefit (ESA, DLA, PIP, AA), or are claiming Income Support due to being a carer or having a health condition, should be referred to Gladys at Every Pound Counts for support. Gladys can be asked for advice ahead of an assessor making a decision, to assess the likelihood of the applicant getting a payment from the DWP.

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5.9 Budgeting Loans

Where an eligible applicant requests an item which does not fall under the qualifying criteria of need to support the award of a Support Grant, nor does the criteria of ‘disaster’ warrant the consideration of a Loan award, the resulting decision will usually prove to be negative.

In such cases, where the eligibility CIS check confirms that the applicant has been in receipt of a Qualifying Benefit for 26 weeks or more (and so is eligible for a Budgeting Loan), the applicant should be rejected, and the decision letter will include information suggesting that the applicant may wish to consider approaching the DWP Social Fund for a Budgeting Loan.

For Lambeth applicants where there is no 26-week qualifying period (meaning that they are not eligible for a Budgeting Loan) the applicant should be awarded support through the ESS.

If a Lambeth applicant is rejected because it is felt that a Budgeting Loan would meet their need and are claiming (or in the process of claiming) a health-related benefit (ESA, DLA, PIP, AA), or are claiming Income Support due to being a carer or having a health condition, should be referred to Gladys at Every Pound Counts for support. Gladys can be asked for advice ahead of an assessor making a decision, to assess the likelihood of the applicant getting a payment from the DWP.

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Mobile: 07773 027 879
Email: gfolaranmi@lambeth.gov.uk

If, following referral to Every Pound Counts, Gladys finds that the applicant is not eligible for DWP support (due to previous unpaid loans etc), the applicant will be advised to reapply for support from the ESS. The applicant will indicate that they have been working with Gladys on their new application form, and Gladys will send an email to ESSInternal confirming their in-eligibility and their forthcoming re-application to the scheme.

5.10 Mandatory Reconsiderations for ESA (for Lambeth applicants only)

If a Lambeth applicant has needed to submit a request for Mandatory Reconsideration (MR) to the DWP because their claim for ESA has been rejected, we will provide them with an award for food and fuel to last them 28 days. The value of this will be £200 (£50 for fuel top-up via PayPoint and £150 in supermarket vouchers).
• In order to receive this support, proof of an MR request being submitted will need to be obtained, either by:
  a) The application being supported by an advice worker, support worker or housing officer from a recognised organisation. The professional should provide their name, the name of their organisation and contact details on the application form.
  b) The assessor checking the applicants notes on CIS
• Applicants will not be given another crisis award if their MR period lasts longer than a month. Normal time limits apply.

6.0 WHEN WOULD WE GIVE COMMUNITY CARE SUPPORT?

6.1 Following a stay in institutional or residential care
• Care home/hospital/prison or similar
• The application must be supported by a social worker/care manager/probation officer/support worker or similar
• Need to look at how long/how often they have been in this type of care (eg: 3 months or longer in one stay or frequent but intermittent periods over the course of a longer period).
• They must be moving to live independently/in the community, and not to another care setting
• They must be going to live in their new accommodation permanently (or with the intention of living there permanently)
• They can get furniture/white goods (minimum required to safely set up home)
• They may also require bedding/other household items (eg: pots/pans) if they are setting up home and can get vouchers for this – though they would be expected to purchase smaller/cheaper/non-urgent items on a weekly basis from their personal benefits
• The items they need will be delivered by Emmaus and if they need to move items from the institution to their new home we should consider providing this via Emmaus’s removal service.
• If someone applies for support because they are moving from one of the above places into a house with a relative, we may supply them with furniture if they or their family doesn’t already have it, as it would enable them to live in the community and prevent them from potentially staying in care.
• Someone moving to a PRS flat might already have a lot of the items needed to set up home provided by the landlord so asking for a landlord inventory might be sensible as a means of checking this and not making needless awards.

6.2 Preventing a move into care
• We would give support if the threat of care is immediate or imminent.
• The application must be supported by a social worker/care manager/support worker or similar.
• Need to look at how whether the person has been in care before (would make the likelihood of a return more likely and enhance chances of successful award)
• They must be living independently/in the community.
• Giving community care support under this category would be to:
  o Help to improve an applicant’s existing living conditions so that they do not have to go into care or lose their accommodation
  o Enable them to move to accommodation that is more suitable for their needs and avoid them going into care if they cannot move to that accommodation.
- Move nearer to someone who can offer them support as an alternative to them going into care.

- Community care support given under the scheme may delay a person’s admission into care (for example, a person suffering from dementia).

- Consideration should be given to whether the item should be supplied through health or social services (for example, a hospital bed, disability equipment, a stair lift) and as such they would need to speak to social services to arrange rather than apply for support under the ESS.

- If the applicant is regularly incontinent, an award may be given for a washing machine/extra bedding.

- If the applicant has a disability preventing them from doing their laundry (and they have no one to help them with their laundry), a washing machine may be provided.

- The applicant’s accommodation may have a defect or repair need that will make the property habitable and stop the person from having to leave and go into care. In such circumstances, repairs or changes to the property might be supported (e.g., flooring replaced for a wheelchair user or because it is hazardous, repairs to broken doors/locks/windows, dealing with damp/mould). Before an award of community care support for repairs is made, a check should be made of whether it is the landlord’s responsibility to facilitate the repairs or whether social services should be making adaptations.

- If they are moving to accommodation which is more suitable and will avoid them going into care as a result, it may be because:
  - There are steep stairs or living space on different levels
  - A bathroom that can only be reached with difficulty
  - Inadequate toilet, bathing or washing facilities
  - Insanitary conditions

  Though it is not why and where they are moving that is critical but that the move is necessary and without it the person might end up in care.

- People needing support for removal costs to move to a more suitable property for the reasons outlined above could apply for removal support.

### 6.3 People setting up home as part of a planned programme of resettlement

- People who would be helped under this would have been without a settled way of life. They might have been:
  - Using a night shelter
  - Staying in a hostel
  - Staying in temporary accommodation provided by the council
  - Using an emergency winter shelter
  - Using a temporary supported lodging scheme/supported housing/refuge/foyer
  - Sleeping rough
  - Using a combination of the above.

- Anyone who falls into this category would have to be supported by a social worker/support worker/recognised organisation.

- They would have to verify that the person is undertaking a planned programme of resettlement.

- Anyone who self-refers through and identifies themselves as sleeping rough will be referred to the Safer Streets Team.
This section also includes families who have been resettled by the council as a result of the Benefit Changes (e.g. cap and/or bedroom tax) from one type of settled accommodation to another. The move would be considered a planned programme of resettlement if the council organised it to help the household avoid homelessness linked with the cap or the bedroom tax.

6.4 Travel Expenses (Lambeth and City of London only)

- For Lambeth and City of London residents, we may award a travel warrant or cash grant to:
  - Visit a close relative or partner in hospital
  - Attend a funeral of a close relative or partner
  - Visit a close relative or partner who is ill, but not in a hospital or care home
  - To visit a child who has been taken into care
  - To visit a child who is in the care of the other parent, and where a question of the child’s upbringing has not yet been determined by the courts.
- With regards to visiting a child who is with the other parent, it is not appropriate to give support once a decision of responsibility has been made by the courts.
- With regards to visits to ill relatives, and to attend a funeral, the person being visited or the funeral being attended should normally be either:
  - A close relative or partner of the visitor
  - Someone who has no relatives or whose relatives have lost touch.
- Close relative is defined as parent, parent-in-law, son, son-in-law, daughter, daughter-in-law, step-parent, step-son, step-daughter, brother, sister, or if any of the preceding persons is a member of a couple, the other member of that couple.
- Overnight accommodation charges may be met where it is essential for the applicant to stay overnight (i.e. they cannot reasonably make the return journey in one day) and there are no other suitable alternatives (e.g. they could stay with relatives)
- If the application is for a single trip, or a multiple trip but they have the dates, then a travel warrant should be the default option. If the application is for multiple trips with no dates, then a cash grant should be awarded.

6.5 Prisoner or young offender on release on temporary licence

- Some prisoners and young offenders are granted short periods of leave, normally two to five clear days at home, in order to help them to readjust to life outside prison.
- An award may be made for living expenses if the person they are staying with is on means tested benefits and will provide care.
- If they are going to join their partner, it would be reasonable to give them 1/7th of the difference between a single person’s and a couple’s benefits for a week (and then multiply this by the number of days they will be staying).
- In cases where they join someone other than their partner, it would be 1/7th of the personal allowance for a single person (and then multiply this by the number of days they will be staying).

6.6 Families under exceptional pressure

- All families, especially those on low incomes, face financial pressure at various times, so that in itself is not a reason to give them community care support through the ESS.
- They may only get support to ease exceptional pressures (i.e. circumstances which put the family under greater pressure than might normally be associated with low income).
• It is important to recognise that what constitutes ‘exceptional pressure’ covers a wide range of personal circumstances. It may be the result of acute domestic difficulties which can be described as specific to the family, such as:
  o The breakdown of a relationship (especially where domestic violence is involved) or
  o The onset of, or deterioration in, a disability of a member of the family or
  o A particular combination of factors that make the need exceptional (e.g. the presence of a disabled child and the household having caring responsibilities for an adult).

• Alternatively, exceptional pressure may be due to a sudden domestic upheaval imposed by an unforeseen calamity, for example:
  o A house fire, or
  o A natural disaster such as flooding, or
  o Where disaster has resulted in the evacuation of all or part of a community to a different area

• The specific circumstances giving rise to a need may be important in deciding the priority of an application. This may be a new type of expense which has risen as a direct result of special circumstances, particularly if these were unforeseeable. For example:
  o A mother with young children needs household items following the violent breakdown of a relationship, or
  o The sudden deterioration in the condition of a disabled child justifies an award for a washing machine, or
  o A family is experiencing hardship as a result of a localised disaster and urgently needs the replacement of essential household items damaged or destroyed as a result of the disaster.

• If an applicant has been refused a Budgeting Loan by DWP on the grounds of ability to repay, consider whether this lack of access to a loan to alleviate the need concerned has contributed to the pressure on the applicant and their family.

• ‘Family’ in this section is generally taken to mean couples, including those with children, people caring for children or pregnant women over 24 weeks.

• There may be circumstances where it may be appropriate to extend the term ‘family’ beyond the conventional ‘nuclear’ to include siblings. For example, two elderly sisters living in the same house.

• An award of support should normally be to help members of a family to stay together.

• In circumstances where they are applying for replacement items due to a child’s learning disability or mental health issues which result in behavioural problems, they should be referred back to social services.

• In cases of domestic violence, community care support may be given for:
  o Clothing, where applicants are unable to go back to the shared home.
  o Clothes have been damaged as a result of the breakdown.

• As a general rule, the applicant and their children must have at least one change of clothing and enough protective clothing.

6.7 Repairs/Improvements (Lambeth and City of London only)

• An award of community care support for repairs may be offered to help Lambeth of City of London residents remain in the community rather than enter institutional care or to ease exceptional pressure on a family.
• A repair will generally put something right that is defective. An improvement will generally upgrade something, or add something to the property that was not there before. We will pay for repairs more often than improvements (improvements have to be to help someone avoid institutional care).
• Can be used where there has been a flood or fire (and it is making an area uninhabitable/affecting their ability to cook or use the bathroom/could cause further damage to the home (for example damp or mould)

6.8 Storage of Belongings (Lambeth only)

• Where a Lambeth resident has to leave their accommodation, the cost of the storage of their belongings can be covered under the scheme.
• The cap on the amount that can be awarded is £1500. This should last around 6 months. Once the applicant has reached this limit, they will need to cover the costs of continuing the service or removal of belongings. The minimum length of time that can we awarded is 1 week.
• Storage is provided by Access Storage, and a removal service can be provided by Emmaus. The cost of the Emmaus removal will be in addition to the £1500 we pay for storage.
• Residents may have to leave their accommodation due to:
  o Violence
  o Disaster
  o Homelessness
  o Prison
  o Hospitalisation
  o Moving into residential care
• The list above is not exhaustive, and consideration should be given for individual circumstances.

6.9 Getting into Work

• Applicants that have started work within the last two weeks, or are about to start work within the next two weeks, can get support for expenses related to this transition.
• This could include, but is not limited to:
  o Living expenses - for the break in their benefits until they get their first paycheque (all boroughs). Assessors should use the food and fuel tables to calculate the value of these awards.
  o Work clothing (Lambeth and City of London only)
  o Work tools (Lambeth and City of London only)
  o Travel costs (Lambeth and City of London only)
• The most we would award someone under this is £250.
• If the applicant has already started work, eligibility should be determined by the benefit the applicant was claiming before starting work

6.10 Special arrangements for certain groups in need of Community Care support (Lambeth only)

Certain groups of residents who are eligible for community care support (because they are moving home as part of a planned programme of resettlement or need help to remain in the community or are facing exceptional pressure) will be prioritised for support from the ESS.
For these applicants, getting a Budgeting Loan from DWP is not an effective solution, as they will be accumulating a large debt at a time when they are particularly vulnerable. Referrals from the below teams’ managers should be prioritised for support and not referred back to DWP for a Budgeting Loan (provided they meet all the other relevant criteria):

- Every Pound Counts
- Lambeth Supported Housing Pathway
- Lambeth Living’s Welfare Reform team
- Lambeth Council’s Benefit Cap team

The groups who will qualify for these special arrangements are:

- Single homeless people being resettled from hostels or supported housing within the borough into independent accommodation
- Claimants who have been supported to move home by the council or Lambeth Living as a result of them being affected by the size criteria or benefit cap. This includes those moving from/to temporary accommodation, those moving within and out of borough and those who are moving as part of a mutual exchange which involves a cap or size criteria affected claimant
- Claimants who are in need of community care support (to avoid institutional care, to alleviate exceptional pressure, because of being resettled) and who are being supported by Every Pound Counts.

The intention is that, rather than these vulnerable groups being left with a debt associated with referring them for a Budgeting Loan, they will be treated as priority groups and supported through Emmaus and Age UK or High St vouchers instead.

The process put in place means that:

- Assessors will receive an email from an identified gatekeeper (details below) to tell them that an application is being made. This will be sent to the email address set up for this purpose - ESSinternal@lambeth.gov.uk. This email **must** be sent either before or within 24 hours of the application being submitted. If this does not happen, the application will be assessed using the same guidance as those that are not under special arrangements.
- The person completing the application should indicate on the form that they are applying under special arrangements. This should happen even if the application is submitted via the call centre.
- The assessors will look for the application associated with the email and check eligibility and IF ELIGIBLE under the scheme rules that person’s application will be fast tracked and supported without a referral back to DWP for a Budgeting Loan.
- The assessors will send an email to the gatekeeper explaining the decision that has been made.

<table>
<thead>
<tr>
<th>Team/Group</th>
<th>Gatekeeper 1</th>
<th>Gatekeeper 2</th>
<th>Gatekeeper 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supported housing residents moving to the PRS</td>
<td>David Walton</td>
<td>Theo Addae</td>
<td>Virginia Lake</td>
</tr>
<tr>
<td>Supported housing/hostel residents moving into other accommodation (including those in the Young People’s Pathway)</td>
<td>Paul Davis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residents being supported to move from Lambeth Living due to cap or SC</td>
<td>Paul Williams</td>
<td>Mark Gillies</td>
<td></td>
</tr>
</tbody>
</table>
Residents being supported to move because of Benefit Cap | Neil LeBihan | David Walton
---|---|---
Residents being supported to move from Temporary Accommodation due to cap or SC | Alexis Thomas | Belinda Brown
Residents being supported by Every Pound Counts with a community care need | Julia Harris | Jualanne Hickey

- If applicants are believed to be eligible for an STBA or hardship payment, they should still be referred to Gladys at Every Pound Counts for support with applying for an STBA or hardship payment. Gladys can be asked for advice ahead of an assessor making a decision, to assess the likelihood of the applicant getting a payment from the DWP.
  Tel: 0207 926 0531
  Mobile: 07773 027 879
  Email: gfolaranmi@lambeth.gov.uk

- Other applicants should still be referred to the DWP for a Budgeting Loan where appropriate. These special arrangements apply in the above circumstances only.
- If an applicant was not originally under special arrangements, but moves into this group after they are rejected (because they become a client of a particular service), a new application should be submitted, instead of requesting a review under special arrangements.

### 6.11 General circumstances which may affect priority

- A person’s ability to cope with independent living may be particularly difficult because of:
  - Restricted mobility
  - Learning difficulties
  - Mental health problems
  - Physical disability
  - Mental or chronic physical illness
- Experiences of physical or social abuse or neglect may leave someone especially vulnerable and lacking in confidence
- Returning to the community after a long period of residential or institutional care may leave someone very insecure and vulnerable, especially if they are setting up a new home on their own.
- Unstable family circumstances may put the wellbeing of children at risk and increase the chances that they may have to be taken into care, for example:
  - A parent behaves irrationally, or
  - Relationships within the family are at breaking point
- Behavioural problems often associated with drug or alcohol abuse are likely to:
  - Add to the difficulties of a vulnerable person trying to live independently, and
  - Increase the need for a stable environment

### 6.12 The urgency of the need

- You should give higher priority to an application which will have a substantial and immediate effect in improving the applicant’s circumstances and on meeting the outcome applied for.
Someone who has had a fire in their flat which destroyed their cooker and fridge and is elderly would benefit immediately from having these items replaced by Emmaus to enable them to cook hot food and store staple items such as milk safely.

Someone who may go into care because they lack the basic items that would enable them to remain in their accommodation or their accommodation needed urgent repairs (which were not the responsibility of the landlord).

### 7.0 EXCEPTIONAL CIRCUMSTANCES – NOT MEETING 6 WEEK LOCAL CONNECTION CLAUSE

#### 7.1 Prisoners

- If they tick the box saying they have just left prison so do not have six weeks in the borough to qualify them for support, then they will need to give addresses that show that they have lived in Lambeth for 6 of the last 12 months (or 3 of the last 5 years) prior to entering prison. This is embedded in the questionnaire. If they can prove a local connection in this way then we should consider them eligible as far as the local connection clause is concerned. If they do not then we should refer them to the council in which they do have this local connection.
- They will need to prove they have just left prison by providing a prison number, the address of the prison they were released from and their release date.
- The address that they’re claiming support for has to be in Lambeth. If they do not have an address then they are not eligible and should be referred to the local outreach team as per the policy for rough sleepers.
- It is likely that their claim for support will be supported by St Giles or a similar organisation – they will need to put a name and contact number in the section of the application that says if anyone is supporting their claim.

#### 7.2 Domestic Violence

- If they do not have six weeks worth of time in the borough but state that the reason for this is that they have recently arrived due to fleeing domestic violence then we should take the steps set out below to assess whether we can consider their application.

**For Lambeth residents:**

- Gaia will play a role in the assessment of victims of DV at the end stage of the ESS application process for those women who are staying with friends, family or are in private rented accommodation.
- It is assumed that women who are living in any of our refuges or who have come to Lambeth via a process of homelessness re-housing by Housing Options will already have been assessed as a victim of domestic violence and therefore should be encouraged to contact the Gaia Centre but would not require any further documentation from Gaia.
- For women who are staying with friend, family or are in private rented accommodation in Lambeth, Gaia will provide written confirmation via email to the ESS assessor which will state whether the individual that has been referred is or isn’t appropriate for their service. This should be provided ASAP (within a maximum of 24 hour timescale) where possible as we don’t want to delay payment of essential funds. Obviously, if they are not appropriate it is not deemed that they are currently experiencing DV. In order to make this assessment Gaia will undertake their intake process which includes the CAADA risk indicator checklist which asks 24 targeted questions around DV.
• If it is deemed that they are not appropriate for the service Gaia will advise the service user of this and will signpost the individual to other support and advice.
• This will be a pro-active way to engage those new to the borough into a support service. It is imperative that the ESS team communicate that Gaia’s primary role is to provide independent advice and support and is not an assessment mechanism of the council.
• The ESS assessment team would say to those accessing the scheme under the DV section who is staying with friend, family or in private rented accommodation:

“We understand that you are applying for the scheme under the DV section and as such we ask anyone who is experiencing DV to speak to the Gaia Centre as part of our process. The Gaia Centre is funded by the Council to provide independent support and advice to those who are experiencing DV. The Gaia Centre will speak to you about your situation and will complete a risk assessment. This is confidential. However, we do ask the Gaia Centre to let us know whether you are appropriate for their service. This is so that we can make sure that funding under the ESS goes to people who are eligible. With your consent we will now contact the Gaia Centre and pass your details and they will make contact with you today”.

• This should be a relatively small number as those in a refuge, in TA and already in contact with Gaia will not need to be assessed. Refuge will document the ESS referrals to monitor the numbers monthly.
• In order to ensure Gaia is not put in a position of being the seen to be the decision makers, women can ask for a review of the Gaia decision and provide other (non-Gaia) evidence, such as a statement from an agency, or a Police number.

So to summarise:

• The ESS assessor will make a referral to Gaia asking for assessment to be completed for those who are staying with friend, family or in private rented accommodation.
• Assessment to be completed within 24 hours by Gaia and email to assessor with the outcome.

7.3 Leaving Institutional Care/Long Stay Hospital

• If applicants do not have six weeks worth of residency in Lambeth but tick the box saying that they are leaving institutional care in another borough or after a long stay in hospital, they are still deemed to be eligible as long as their care is funded by Lambeth.
• They must be moving to a Lambeth address.
• They will need to provide a contact name and telephone number of a social worker who is supporting them, to verify that one of the three boroughs have care responsibility for them.

7.4 Gang Violence

• If the applicant does not have six weeks worth of residence in Lambeth, but states that the reason for this is that the have recently arrived due to fleeing gang violence, then we should take the steps set out below to consider whether we can consider their application
• They will need to provide a contact name and telephone number of a social worker, housing officer, Youth Offending Team or similar, who is supporting them to move out of their previous borough.
Assessors must contact the named person to verify the individual’s circumstances before considering their application.

- The address that the applicant is applying from must be within Lambeth.

7.5 Rough Sleepers

- If they do not have 6 weeks worth of residency in Lambeth but state that the reason for this is that they have been sleeping rough (in any borough) then we should take the steps set out below to consider whether we can consider their application.
- They will need to provide a contact name and telephone number of an outreach worker, housing officer or similar, who is supporting them to move into accommodation. Assessors must contact the named person to verify the individual’s circumstances before considering their application.

8.0 LIST OF EXCLUDED ITEMS UNDER EMERGENCY SUPPORT SCHEME

8.1 You cannot get crisis support for:

- a need which occurs outside the United Kingdom
- or an educational or training need including clothing and tools
- or distinctive school uniform or sports clothes for use at school or equipment to be used at school
- or travelling expenses to or from school
- or school meals taken during school holidays by children who are entitled to free school meals
- or expenses in connection with court (legal) proceedings such as legal fees, court fees, fines, costs, damages, subsistence or travelling expenses (other than emergency travelling expenses when stranded away from home)
- or storage charges if you are being re-housed following a compulsory purchase order, a redevelopment or closing order or a compulsory exchange of tenancies
- or domestic assistance and respite care
- or any repair to council property that should be carried out by the council
- or a medical, surgical, optical, aural or dental item or service (these needs can be provided free of charge by the National Health Service, if you are getting Income Support, income-based Jobseeker’s Allowance, Employment and Support Allowance (income-related) or Pension Credit (which includes the guarantee credit))
- or work related expenses
- or debts to Government departments
- or investments
- or purchase, installation, rental and call charges for a telephone
- or mobility needs
- or holidays
- or a television or a radio, or a licence, aerial or rental charges for a television or a radio
- or garaging, parking, purchase, and running costs of any motor vehicle except where the payment is being considered for emergency travel expenses
- or housing costs
- or council water charges, or community water charges.

8.2 You cannot get Community Care support for:
• a need which occurs outside the United Kingdom
• or an educational or training need including clothing and tools
• or distinctive school uniform or sports clothes for use at school or equipment to be used at school
• or travelling expenses to or from school
• or school meals taken during school holidays by children who are entitled to free school meals
• or expenses in connection with court (legal proceedings) such as legal fees, court fees, fines, costs, damages, subsistence or travelling expenses
• or storage charges if you are being rehoused following a compulsory purchase order, a redevelopment or closing order, a compulsory exchange of tenancies, or under homelessness legislation
• or domestic assistance and respite care
• or any repair to council property that should be carried out by the council
• or a medical, surgical, optical, aural or dental item or service (note that needs under all of these headings can be provided free of charge by the National Health Service, if you are getting Income Support, income-based Jobseeker’s Allowance, Employment and Support Allowance (income-related), or Pension Credit)
• or work related expenses
• or debts to government departments
• or investments
• or costs of purchasing, renting or installing a telephone and of any call charges
• or any expense which the local authority has a statutory duty to meet
• or housing costs, other than minor repairs and improvements and charges for accommodation associated with certain visits
• or council tax, council water charges, arrears of community charge, collective community charge contributions or community water charges

9.0 WHAT SUPPORT IS AVAILABLE?

Most of the needs that people require support for can be met in a variety of ways, for example someone who requires furniture may have it met either through Emmaus, or through high street vouchers, depending on circumstances. It is for the assessors to decide, from the various delivery options available, which best meets the need of the applicant and does not create difficulties for the scheme’s management. The current delivery options are:

• PayPoint payment
• Post Office cash payment
• Emmaus
• Handyperson Service – Age UK
• Travel Warrants
• Love2Shop vouchers
• London Mutual Credit Union (LMCU) loan (Lambeth only)
• Storage (Lambeth only)

Some of the considerations that need to be taken into account include:

• Whether the award could be misused or used for another purpose
• Whether the applicant is able to repay a loan and what the extra debt might mean for the household
• How able the applicant is to engage with some of the delivery options (ie: collect vouchers from the cashier’s office)
• The stated intention of the scheme to reduce cash/voucher payments to a minimum and give goods in kind where possible
• The table below shows the options for applicants split by reason for application. More detail on the delivery options and associated criteria is below.

<table>
<thead>
<tr>
<th></th>
<th>Lambeth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement living expenses</td>
<td>Grant via PayPoint and Tesco vouchers</td>
</tr>
<tr>
<td>Replacement household items/clothing due to a disaster (fire, flood etc.)</td>
<td>If between £50-£100: Loan via London Mutual Credit Union. Other award values: Love2Shop vouchers</td>
</tr>
<tr>
<td>Provision of household items/clothing due to resettlement/prevention of care</td>
<td>If between £50-£100: Loan via London Mutual Credit Union. Other award values: Love2Shop vouchers</td>
</tr>
<tr>
<td>Provision of white goods due to resettlement/prevention of care</td>
<td>Grant via Emmaus</td>
</tr>
<tr>
<td>Provision of furniture due to resettlement/prevention of care</td>
<td>Grant via Emmaus</td>
</tr>
<tr>
<td>Starting work award</td>
<td>Love2Shop vouchers, Tesco vouchers, PayPoint</td>
</tr>
</tbody>
</table>

9.1 Cash grants (Lambeth and City of London only)

• Cash grants should be a last resort.
• For Lambeth residents where it is a decision between cash and vouchers, cash should only be awarded where an applicant cannot get to the Customer Centre in Brixton, and so they go to their local Post Office.
• Cash grants may also be given to Lambeth residents where the applicant has requested travel expenses but is not able to get a travel warrant because they do not know the dates of their trip.

9.2 Emmaus (Lambeth only)

• For crisis support, if an applicant is requesting furniture or white goods, Emmaus must be the first option.
• If Emmaus is unable to deliver within 24 hours, and the applicant cannot wait, then vouchers/APS cards should be considered.
• For community care support, if an applicant is requesting furniture or white goods, Emmaus is the only option.
• For delivery and removal, Emmaus is the only option.

9.3 Age UK (Lambeth only)

• Age UK is the only option for installation of white goods and capping of gas supply.
• It should be assumed that if a person is receiving a cooker or washing machine from Emmaus, then they will also require installation from Age UK.
• You should always check with an applicant if they require this service if they don’t ‘check’ the box on the form.

9.4 Travel Warrants (Lambeth only)

• If an applicant is making a single trip, or is making multiple trips but knows the dates that they will be travelling (for example, a reoccurring hospital appointment) then they must be awarded a travel warrant.
• If they are making multiple trips and do not know the dates when these will take place, then a loan should be considered.

9.5 Love2Shop and Tesco vouchers (Lambeth only)

• If a Lambeth applicant is applying for support with household items that cannot be provided by Emmaus, they should be awarded Love2Shop vouchers (unless the award is for bedding, clothing or kitchenware between the value of £50 and £150, which should be awarded through the LMCU).
• If a Lambeth applicant is applying for food payments, they should be awarded Tesco vouchers.

9.7 PayPoint (Lambeth and City of London only)

• PayPoint fuel vouchers can be used for Lambeth and City of London residents applying for help with fuel costs.
• PayPoint cash grants can be given to Lambeth and City of London residents applying for travel costs where they do not know the dates of travel.

9.8 London Mutual Credit Union (Lambeth only)

• Loans from the London Mutual Credit Union will be awarded to applicants requesting bedding, clothing and kitchenware between the value of £50 - £100. Awards above or below this level should be awarded through high street vouchers.
• The fees for the first year for any applicant who is awarded a loan under the ESS will be paid by LB Lambeth
• An award should be considered if it is the second time an applicant has come to the scheme for support (after 6 months for previous crisis award or 12 months for previous community care award)
9.9 Access Storage (Lambeth only)

- This will be for an option for a limited number of applicants. The length of storage awarded will not exceed the value of £1500. When this amount has been reached, the client will either continue with occupation through their own means or remove the goods at their own cost.

10.0 DELIVERY OPTIONS AND ASSOCIATED CRITERIA

10.1 PayPoint Payment (Lambeth and City of London only)

- Once an applicant has been made an award of fuel or a cash grant to cover the cost of travel, they will be notified by text message from PayPoint. The text message will contain details of their payment, and they will be instructed to take this to a local PayPoint operator to collect their payment.
- Below is the text message that the claimant will receive from PayPoint:

  *Show [unique code] at PayPoint shop for [£__] [cash or energy voucher] valid to [expiry date]*

- Where the applicant has not provided a mobile phone number on their application, they will be sent an email with their payment details. They can then take this to a PayPoint operator.
- Where the applicant has not provided an email address, they will be asked to attend the Customer Centre in Olive Morris House to collect a paper form confirming their payment. They can then take this to a PayPoint operator.
- The text message, email or paper form can either be exchanged for cash for a travel award or an energy voucher for a fuel award.
- Claimants have 90 days to collect the award.
- For travel awards, if the application is for a single trip, or a multiple trip but they have the dates, then a travel warrant should be the default option. If the application is for multiple trips with no dates, then a cash grant via PayPoint should be awarded.

10.2 Post Office Cash Payment (Lambeth and City of London only)

- Once an applicant has been made a cash award, they will be notified by text and will be instructed to collect the funds from a local Post Office.
- Below is the text message that the claimant will receive from the Post Office:

  *Post Office payout voucher xxxxxxxxxxxxxxxxxxxxx for £xxxx.xx. Please take this SMS to any Post Office branch in order to collect your ESS payment from Lambeth.*

- They will need to bring with them one piece of valid evidence of identification (name and proof of address) and their Emergency Support Scheme Reference number.
- Claimants have up to 7 days in which to collect the cash.
- The maximum that will be paid out currently is £500
- The deadline for receipt of completed spreadsheet by FSS Payment Services will be Thursday 12pm on a weekly basis, this will be completed by an R&B Manager. Any spreadsheet received after this time will be processed the following week.
### Process for FSS Payment Services

- Checking of spreadsheet – Friday 10am, weekly
- Upload of information to Post office – Tuesday 2pm, weekly
- Upload of payment to Oracle – Monday 2pm, weekly
- Submit journal for loading to Oracle – Friday 12pm, weekly
- Download of payment details from Post Office – at least twice weekly
- Refund of unclaimed items – claim made monthly
- Complete reconciliation template to show payments issued, cancelled and still to be collected monthly 1st day of the month.
- Once payment has been received by Thursday the file should be sent out by FSS by close of business on Friday, weekly
- FSS will upload cumulative status report via secure FTP transfer, daily
- Cash payments will expire if unclaimed within 7 days
- RBCS will approve payment requests to the Post Office – Monday at 5pm, weekly
- BU will complete the payment template with client information, once completed, and the R&B Manager should send the completed Payments Template to FSS_PS@lambeth.gov.uk
- The template details the clients details, name, address, mobile number, email address, Unique reference number, G/L code for recharge, Payment Description, Payment notification type (email or text). FSS will check to ensure that the information is correct.
- If the template is incomplete or incorrect, then it will be rejected back to R&B to correct and resubmit.
- Cash Payments can be made within 24 hours, providing the Post Office are notified by 1pm of the payment details. The client will receive notification to collect their refund at any Post Office by text (sent at 9.30am next day) and by email (sent 10.30am next day).
- A float should be retained by the Post Office in order to make these Social Fund Payments. We need to agree how much and which code this will come from. FSS can arrange for the payment to be made.
- If the client fails to collect their cash payment within XX no of days or if the transaction is to be cancelled, then the Post Office will expire the claim and transfer the funds into the current Float. The Post Office will notify FSS of all expired and cancelled transactions.

- FSS will manage the monthly reconciliation of the Social Fund Pot and notify Corporate Finance and R&B of the balance held at the Post Office and value of payments made in the month, including expired and cancelled awards.

### 10.4 Emmaus (Lambeth only)

- Awards for large furniture items and white goods for Lambeth residents will be provided via Emmaus.
- If the award is to replace household items lost in a disaster, then Emmaus should be approached first. If Emmaus cannot respond in time to the crisis, or if they can provide some but not all of the items, then Love2Shop vouchers (for Lambeth residents) should be given instead.
- **White Goods** – there is only a refurbished price – these will be sourced by Emmaus through another supplier (although still delivered by and charged to Emmaus).
- **Furniture** - there is a donated price and a purchased price. The donated price listed is the most it would cost – some items may actually be cheaper than this. The purchased price is for goods which Emmaus have had to purchase due to there being no donated items available at either Emmaus shop (mattresses will always be new).
• Emmaus will only complete deliveries for applicants living within the M25. Applicants living outside of the M25 should be awarded high street vouchers for furniture and white goods.

• If it is decided that an applicant will receive furniture as part of the support, then a referral letter will be generated by the system – one letter will be sent to the applicant, and one will be sent to Emmaus.

• Lambeth applicants will be able to visit one of the Emmaus shops in Brixton and West Norwood in order to select an item. City of London applicants will not have this option. They can choose an item over the phone, and Emmaus will then deliver as required.

• Whilst Emmaus have a substantial selection of furniture most of the time, they do have a limited supply. There is no allowance for substitutions; if someone tells Emmaus that they don’t require an item, they will simply not get that item, no alternative will be offered.

• For a furniture price list for Emmaus please see Appendix 1.

• The referral letter to the applicant for support from Emmaus will need to include:
  - Name
  - NI number
  - Address
  - List of the items they have been awarded
  - Contact details of Emmaus
  - Timescale - they must contact Emmaus within 3 weeks of receiving the letter. If they fail to contact Emmaus within that time, and they wish to re-apply then they must go back through the application process again.

• The referral letter to Emmaus will need to include:
  - Name of the applicant
  - NI number
  - Contact details
  - Address
  - List of the items that the applicant has been awarded

• Once the client has received their notification letter, they will contact Emmaus. If the client has not made contact within 72 hours, Emmaus will contact them directly. The client can contact Emmaus by calling them or visiting one of the shops (Lambeth only). Emmaus opening times are: Monday to Saturday, 10am to 5pm.

• Once contact has been made, Emmaus must deliver the package of furniture within 2 weeks, or on the specified date that the client is moving.

• Emmaus will submit monitoring information to us by an agreed monitoring spreadsheet every week. This will capture things that are not available within the IEG4 system.

• Emmaus will submit an invoice to us periodically for what has actually been given (it may be that the applicant did not make contact, or that they only got certain items because they might already have something).

• Referrals for Emmaus are for anyone who has been assessed as needing furniture/white goods to meet their need. This might be crisis support applicants or community support applicants though it is important to note that the terms of the contract with Emmaus do not require them to deliver items faster than one week so a crisis need for an item might be more speedily met with a crisis loan or grant or voucher.

• Things to note:
  - Whilst Emmaus have a sizeable amount of stock, there is a limited choice in comparison to high street shops. However, clients will still have choice from what is available. If there is only one
sofa or wardrobe, they will be expected to take it. This should be made clear at every opportunity.

- There are to be no substitutions. If someone says that they don’t require an item when they speak to Emmaus, then Emmaus will simply not give them that item. It will not be replaced for something else.
- Applicants will not know the value of the items they are entitled to. This is to stop them from choosing the most expensive items at the maximum value end of the scale. They are awarded particular items if they are successful, they are not awarded a ‘value’ they can spend up to.

10.5 **Handyperson Service – Age UK (Lambeth only)**

- Installation of white goods and basic household repairs are available for Lambeth residents and are provided by Age UK.
- This service is an ‘add-on’ to a current Handyperson Service they operate for the council.
- We will pay Age UK per job that they carry out for us through the ESS. If the applicant is elderly, it is worth checking whether Age UK will meet their repair or installation need from the existing council contract rather than charging ESS.
- There will be a maximum of two hours on the jobs that they are contracted through the ESS to do.
- Age UK will only complete installations for applicants living within the M25. Applicants living outside of the M25 should be awarded high street vouchers/APS cards for furniture and white goods.
- We will pay for installations of electric cookers, capping gas cookers if there is an existing connection, installing washing machines and the fitting of safety gates (safety gates for Lambeth and City of London only)
- We may also pay for other repairs on a job by job negotiated basis.
- Lock repairs following a break-in can be awarded for Lambeth and City of London applicants only, and will be provided by Age UK at an agreed price (or free via the Lock It Stop It contract for as long as this is available)
- If we refer someone to Age UK for something which has not been agreed as part of the schedule of rates, the price for this must be agreed up front before we agree with Age UK that they will complete the work.
- Applicants will call Age UK to arrange a time for someone to come to their house. In all circumstances the applicant must call Age UK to arrange a time for the job.
- The letter referring a successful applicant to Age UK will need to include:
  - Name
  - Address
  - What is required
  - Telephone number of person (on the referral sheet)
- They will need to be paid on an invoice basis, once a month.
- For the installation of electric cookers, we will notify both Emmaus and Age UK that an applicant has a need for an electric cooker (plus installation). Emmaus will then contact the applicant to arrange for the delivery, and contact Age UK to let them know when they will be delivering.
- The applicant must contact Age UK to set up the installation of the cooker (if required). They must do this when they know the delivery date and time.
- For schedule of rates for Age UK please see Appendix 2.
- Age UK will submit monitoring information to us by an agreed monitoring spreadsheet every week. These will capture things that are not available within the IEG4 system.
• Age UK must install within either:
  o 3 days of delivery (if the applicant has called prior to delivery), or
  o Within 3 days (if that’s what’s requested) of the applicant making contact with Age UK.

10.6 Travel Warrants (Lambeth only)

• Travel Warrants will be issued by cashiers at Olive Morris House to Lambeth applicants who have successfully been awarded ESS. Travel warrants will be the default option where the application is for a single trip, or a multiple trip but they have the dates. If the application is for multiple trips with no dates, then a cash grant should be awarded.
• An email needs to be sent to the Cashiers inbox with all of the relevant information. This includes the applicant’s name, reference number, what they have been awarded, and the value they need to be given.
• Applicants will be informed that Cashier’ Office is only open from 9:00 am to 4:00pm
• Cashiers must:
  o Establish claimant’s identity before any warrant can be issued.
  o Keep a signed receipt and copy of ID and send it to scanning and indexing team for documents to be scanned.
  o Only issue travel warrant as per award email
  o Enter details of warrant issued on to the requisition form for monthly reconciliation.
  o Not give the warrant to anyone other than the applicant.
• There are no restrictions on the number of authorised signatories on each account. Authorised users are for our internal purposes only as a central record of account signatories is not held at the Association of Train Operating Companies (ATOC).
• Signatories will not be checked when presented at stations and therefore any warrant exchanged for a ticket will be applied to the account.
• Warrants cannot be stopped if lost or stolen and therefore it is extremely important that all warrant books are kept securely.
• Lambeth as a Travel Warrant account holder is liable for all tickets given in exchange of warrants, whether or not they have been signed and/or presented with Lambeth’s authority.
• For guidance of how to complete a Travel Warrant please see Appendix 3.

10.7 Tesco and Love2Shop vouchers (Lambeth only)

• High Street Vouchers and Supermarket Vouchers will be issued by cashiers at Olive Morris House to Lambeth applicants who have successfully been awarded ESS.
• An email needs to be sent to the Cashiers inbox with all of the relevant information. This includes the applicant’s name, reference number, what they have been awarded, and the value they need to be given.
• Claimants will be informed that Cashier’ Office is only open from 9:00 am to 4:00pm
• Cashiers must:
  • Establish claimant’s identity before any voucher can be issued. See list for Evidence for Verifying Identity.
  • Keep a signed receipt and copy of ID and send it to scanning and indexing team for documents to be scanned.
  • Only issue voucher as per award email
• Enter details of voucher issued on to the requisition form for monthly reconciliation.
• Not give the voucher to anyone other than the applicant.
• Food vouchers are available in £5 and £10 denominations. Tesco food vouchers can be redeemed for food and drink (but not cigarettes and alcohol) in any Tesco supermarket.
• To assist with fraud prevention, on the reverse of each voucher there are spaces for two signatures; one for the recipient to sign on collection of the voucher and one for the recipient to sign at the point of purchase.
• Cashier must ensure that claimants sign the voucher before leaving the office.
• Love2shop vouchers (in denominations of £10) will be given to claimants (unless they are requesting curtains, blinds or rugs between the value of £50 and £100 – see below). Love2shop vouchers are accepted at a large number of stores including Matalan, New Look, Peacocks, BHS, Boots, and Debenhams.

10.8 London Mutual Credit Union (Lambeth only)

• Loans from the London Mutual Credit Union will be awarded to Lambeth applicants requesting curtains, blinds or rugs. The minimum we will loan to someone is £50, and the maximum is £100. This applies to the total award value, not the value of each individual item. **Any awards above or below this level should be fulfilled in Love2Shop vouchers.**
• If the applicant is successful, we will send their details to the LMCU via a CSV file via the system. The LMCU will contact the customer once they receive this referral to ask any further information if necessary and to encourage the customer to attend the branch.
• When they attend the branch, they will also be asked to sign the loan agreement (confirming the amount of the loan, how much they will pay back per week and over what period of time), and they will also fill in a form which will be sent to DWP by the LMCU requesting the client’s benefits be paid into their new LMCU account. The customer will need to be told to bring proof of address [this should not be older than 3 months] and proof of photo ID or DWP benefit letter.
• Due to the 2-3 days delay in getting an account number, the LMCU will send this off on the behalf of the applicant once they are able to complete this part. The client can also telephone the DWP to make this request.
• LBL will provide the LMCU with a lending pot of funding to fulfil these loans. The money that has been repaid on these loans will go back into the lending pot (with any interest paid). This will then be used to loan out more money to others. When the limit of this funding pot is reached, the scheme will be reviewed.
• The LMCU will share their data with us on people who are already members of the LMCU – this is to allow us to check if someone is already a member. If they are, this may mean that we tell them to go back to the LMCU for support, rather than come to the ESS.
• The person will need to agree that they will set up a LMCU account and have their benefits paid into this account. This will enable the LMCU to deduct the loan repayments (plus 2% interest) from their account.
• There is a maximum time of **2 weeks** between the loan being awarded and the applicant receiving the loan. The loans will be offered over a 3-6 month repayment period.
• LBL will have access to ‘live’ data from LMCU which will enable LBL Assessors to view the following information:
• If they have a loan (either that they are paying back or that they are delinquent on) will need to see how much they have taken out in loans (total), how much they are paying back per week, when it dates from, and how much they have outstanding.
• If they have an active account, lapsed account or a delinquent account
• In the first instance, search by NI number – however can also search by surname, DOB, NI number, postcode and first line of address
• **LB Lambeth will pay the LMCU fees for the first year of anyone who gets an account set up through the LMCU due to being awarded a loan through the ESS.** The LMCU will inform the customer that they will receive an incentive payment of £25 on receipt of the first benefit payment into their current account. The customer will get a further £25 after 3 months of using the account. LMCU will keep record of when the money has been credited to their accounts.
• The LMCU will send us monitoring information, and we will also be able to monitor the budget through monitoring information which comes out of the system.
• If they have maxed out their credit capacity with the LMCU, then we may decide that we will still give them another form of support.
• If the person does not have the capacity to repay a LMCU loan, we may decide not to lend them any money this could mean that they will get another form of support. This decision will depend on if they have any dependants, what their options they have and what they will be using the loan for.
• If the person has a LMCU loan which they are delinquent on, and we decide to make an ESS loan to them, then they will need to pay back the ESS loan first before the LMCU loan. All repayments received from the applicant by the LMCU will be applied to the current/active loan before the older LMCU loan.

10.10 Storage (Lambeth only)

• If an applicant is successful, the assessor will email Access Storage (csousa@accessstorage.com) with notification of need for storage.
• The email to Access needs to include:
  o Client’s name
  o NI Number
  o Contact details of client (a telephone number, email address and postal address)
  o An attached letter on Lambeth headed paper stating that the LBL have the right to store and handle the clients belongings
• The assessor will also need to email Emmaus with notification of the need for removal service. Items can be collected from a home address or an alternative storage unit.
• Email to Emmaus needs to include:
  o Client’s name
  o NI Number
  o Address of pick-up location
  o Contact details
• Access Storage will respond to all parties within 24 hours to confirm store location and allocate a unit. They will look at options in Lambeth first, then the surrounding boroughs.
• The client will then need to be sent a notification letter/email, which will include:
  o Name
  o NI number
  o Address
- Contact details for Emmaus and Access Storage
- Information describing the process

- Once they have received the referral, the client should make contact with Emmaus to decide on a moving date (will be dependent on Emmaus’ delivery schedule). If the client does not make contact within 72 hours, Emmaus will contact them. Contact must be made within three weeks of receiving the notification. The delivery must be completed within 2 weeks of the client making contact.
- The client must then contact Access storage to let them know what date they will be requiring the unit from.
- Emmaus will pick up the goods on the allocated date and time from the address specified on the letter. Emmaus will only pick up from this address, they will not pick up from any other address.
- They will deliver this to the agreed storage unit
- The client must make arrangements for someone to be at the pick up address and for someone to be at Access Storage when the goods are delivered to complete the required paperwork and purchase the padlock. Store staff will look at the van and assess required size and look for any prohibited items (in case of any prohibited items, these will have to be taken back by Emmaus)
- Lambeth will only pay from the date which the goods are delivered to the storage unit. The cost of the Emmaus removal will be in addition to the £1,500 we pay for storage.

- After the £1,500 cost is covered:
  - Access stores will put a system reminder for when the £1,500 is 4 weeks away, 2 weeks away and 1 week away from terminating.
  - They will e-mail the assessment team and the tenant to inform them of this
  - After the agreed date, the client will either continue with occupation through his own means or remove the goods at his own cost.
  - At this point Access Storage will keep the client through his own Terms and Conditions and this will not affect either LBL or Emmaus.

11.0 QUALITY CHECKING

11.1 Reasons for Refusals

- There is a list of reasons for refusals built into the system. If the decision is made to refuse a claim, it will have to align with one of those reasons.
- This list will ensure consistency when refusing applications, and will also mean that when appeals and complaints come in, we can refer back to this decision.
- It will allow monitoring of the reasons for refusals.

11.2 Requiring more Information/Evidence

- In some circumstances it may be felt that more information is required before making a decision on an application.
- This could be, for example, evidence from a social work or health professional regarding the applicant’s situation or a particular illness or disability.
- An example of this is if someone requests a specialised item due to an allergy (which means they can’t have the standard item Emmaus offers), it is reasonable to request medical evidence of this allergy before making a decision.
- Another example could be from a social worker who confirms that the applicant will be moving into independent accommodation following a period in a residential or institutional setting.

For a list of valid identifications, please see Appendix 2.

12.0 REQUESTING A REVIEW AND MAKING A COMPLAINT

- Applicants are able to request an internal review if they believe their decision is wrong. They must contact us in writing within 28 calendar days of the date of the decision giving their reasons. We will not be able to consider requests made after the 28 days, unless good cause is given. Reasons for good cause include:
  - The applicant has been under the care of an institution (i.e. hospital, prison) since the application was submitted
  - The applicant has experienced an unavoidable crisis/emergency (i.e. death in the family, burglary, fire, flood) since the application was submitted
  - The applicant has a serious illness and was unable to ask someone to request a review on their behalf
- In these circumstances, applicants must request a review within 3 months of the decision notification being sent.
- Applicants cannot request a review if they have been rejected because:
  - They applied for an excluded item
  - They have not made repayments towards a previous loan from the scheme
  - They are not receiving a qualifying benefit

They can send their request for a review by:

Email to ESSteam@lambeth.gov.uk

Post to ESS Review Team, Revenues and Benefits, Olive Morris House, 18 Brixton Hill, London SW2 1RL

They need to ensure that they include their claim reference and National Insurance number in all their correspondence to us.

Scanning & Indexing team will need to index any requests for reviews for ESS to doc named ESSREV doc.

If an applicant wishes to make a complaint about the service they have received, they should first contact Emmaus, Access or Age UK where appropriate to resolve their complaint. If unresolved they should then follow the Corporate Complaints Policy by:

- Completing the online complaints form
- Contacting the service centre on 020 7926 9694
- E-mailing: complaints@lambeth.gov.uk
- Make a complaint in person to the service manager or any officer of the council
13.0 SIGNPOSTING

13.1 Rejection Screen Text and Details

Copies of the decision notifications for each borough are available in Appendices 10, 11 and 12.

14.0 BUDGET MANAGEMENT

14.1 ESS Payments

All expenditure related to the ESS is coded to 191.1914, including the administration costs.

Sub dos have also been created in preparation for each payment method as follows. If POs are raised against each of these then this will assist your reconciliations from the GL to the new ieg4 system as the expenditure will be easily identifiable.

<table>
<thead>
<tr>
<th>Sub-Dos (4th Segment)</th>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>B0730</td>
<td>Credit Union</td>
</tr>
<tr>
<td>B0731</td>
<td>Furniture/White Goods</td>
</tr>
<tr>
<td>B0732</td>
<td>Repairs</td>
</tr>
<tr>
<td>B0733</td>
<td>Cash</td>
</tr>
<tr>
<td>B0734</td>
<td>Pre-paid card</td>
</tr>
<tr>
<td>B3735</td>
<td>Travel Warrants</td>
</tr>
<tr>
<td>B0736</td>
<td>Vouchers</td>
</tr>
<tr>
<td>B0737</td>
<td>Out of Hours Service (Emergency cash)</td>
</tr>
<tr>
<td>B0738</td>
<td>Fuel Top Up</td>
</tr>
<tr>
<td>B0739</td>
<td>Council Tax Arrears</td>
</tr>
</tbody>
</table>

Post Office cash payments will need to be invoiced/paid from subjective B5636 and this will be treated similar to petty cash given that there will be a float that will be maintained at the Post Office.

FSS will produce a manual journal that will charge the expenditure to 191.1914.61115.B0733.0000000000.00000. Similar to current Post Office payment process in FSS.

15.0 ASSESSORS PROCESSING ESS APPLICATIONS

Once an assessor selects a completed application, they will first need to check the following databases below for accuracy of information and entitlement to other award types.

15.1 List of systems to check

- Academy - cross check ESS with HB/CTS, Entitlement to DHP
- Anite – cross check ESS with HB/CTS
- SX3 - cross check ESS with HB/CTS
• Framework - cross check Awards of Section 17, Care Leavers Grants. If Framework is not available (for CYPS), then phone them on *(Tel. Number required)*

15.2 Entitlement that should be checked:

• Assessors should check for the following entitlement:

  • Entitlement to Budgeting Loan
  • Entitlement to STBA
  • Entitlement to DHP
  • Awards of Section 17
  • Care Leavers Grants
  • Credit Union membership

15.3 Identification of changes in circumstances, discrepancies and the need for new claim

• For Lambeth, changes in circumstances identified as a result of looking on the databases – for example:
  o Changes reported or identified whilst assessing ESS will be used as CIC to process for HB/CTS and further info request if required.
  o ESS Officers to also process HB/CTB

15.4 Short Term Benefit Advance (STBA)

• Below is the information you need to in order to identify a potential STBA recipient: [http://www.dwp.gov.uk/docs/staba-info-sheet.pdf](http://www.dwp.gov.uk/docs/staba-info-sheet.pdf)

15.5 Budgeting Loan

• Below is the information you need to in order to identify a potential BL recipient: [https://www.gov.uk/budgeting-loans/overview](https://www.gov.uk/budgeting-loans/overview)
• They need to be in receipt of the following for 26 weeks or more:
  • Income Support
  • Income-based Jobseeker’s Allowance
  • Income-related Employment and Support Allowance
  • Pension Credit
• It is not a quick process so it would not be good for emergency living expenses but we should consider them for:
  • rent
  • furniture or household equipment
  • clothing or footwear
  • removal expenses when you move home
  • travelling expenses
  • things to help you look for or start work
  • improving, maintaining or securing your home
- maternity or funeral expenses
- repaying hire purchase or other debts you took out to pay for any of the above
APPENDIX 4

Evidence List for Verifying Identity

- Valid UK Passport (i.e. in date and not cancelled)
- Valid passport (i.e. in date and not cancelled)
- Full or provisional Photocard Driving Licence
- Full (not provisional) Paper Driving Licence
- Letter of authority on official headed paper from an empowered organisation (e.g. DWP, Tax Credit letter or Local Authority letter)
- Household bill (not mobile phone)
- Valid Armed Forces ID card
- Valid Police warrant card
- Bank/Credit card Statement
- Council Tax Bill
- Form BF7 (issued by the DWP)
- EEA identity card
APPENDIX 6

Requesting an APS payment card

### APS Prepaid Card

**INSTANT ISSUE CARD REQUEST FORM**

<table>
<thead>
<tr>
<th>Service Area:</th>
<th>Miscellaneous</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form prepared by:</td>
<td>COLEEN SMITH</td>
</tr>
<tr>
<td>Manager:</td>
<td>YVONNE SMITH</td>
</tr>
<tr>
<td>Contact for Manager:</td>
<td>43678</td>
</tr>
<tr>
<td>Payment Date</td>
<td>29-Jan-15</td>
</tr>
</tbody>
</table>

### Cardholder Details

<table>
<thead>
<tr>
<th>Gender</th>
<th>Title (Mr, Mrs, Miss, Ms)</th>
<th>Forename</th>
<th>Surname</th>
<th>Date of Birth (DD/MM/YYYY)</th>
<th>Card Holder Reference Number</th>
<th>Contact Phone Number for cardholder</th>
</tr>
</thead>
</table>

Complete all seven columns of the new code. The number of characters required is shown in the headings.

<table>
<thead>
<tr>
<th>Address : House Number or Name</th>
<th>Street Name</th>
<th>Town</th>
<th>Post Code</th>
<th>New Entity</th>
<th>New Cost Centre</th>
<th>New Subjective</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>E01</td>
<td>E43350</td>
<td>661020</td>
</tr>
<tr>
<td>New Account 4</td>
<td>New Objective 6</td>
<td>New Project 6</td>
<td>New Spare 6</td>
<td>Amount</td>
<td>Description (this will appear on Oracle)</td>
<td></td>
</tr>
<tr>
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<td>------------</td>
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<td>000000</td>
<td>000000</td>
<td>000000</td>
<td></td>
<td>LSS</td>
<td></td>
</tr>
</tbody>
</table>

Total Value | £0.00
Completing a Travel Warrant

- Before issuing a warrant to the claimant cashier will need to fully complete the travel warrant with the information received from the ESS team.
- Once completed, travel warrants cannot be altered in any way. If any errors are made then simply destroy the warrant and issue a new one.
- Enter an expiry date, which is normally the day after the date of travel. If more than one person is travelling, each one will have a separate warrant.
- Tickets can only be issued in accordance with the instructions on the warrant. Ticket types should not be detailed on the warrant. The most appropriate ticket will be issued to meet the traveller’s needs.
- The top copy is to be given to the claimant, with the duplicate left in the book.

Below is the link on how to complete a travel warrant.

**Step by Step Instruction how to complete a travel warrant**

Each warrant will require the following information to be completed:

1. **'Please supply'**

   Please complete the (first) traveller’s name.

2. **'With Class of Travel First/Standard'**

   Please delete the class of travel as necessary.

3. **'Dates of Travel'**

   Please complete the outward journey date.

4. **'Dates of Travel'**

   Please complete the return journey date.

5. **'Type of Ticket'**

   -
Please state either ‘single’ or ‘return’ only. Do not state ticket type as if this ticket type is not available when the warrant is presented then another type of ticket cannot be issued as a rail warrant cannot be amended in any way.

(6) 'No. of Adults'

Please complete the number of adults travelling (in words).

(7) 'Children'

Please complete the number of children travelling (in words).

(8) 'Route between'

Please complete the station of origin.

(9) 'and'

Please complete the destination station.

(10) 'via'

Please complete the desired route (only complete if known).

(11) 'Warrant expires after'

Please complete date warrant is to expire. The warrant cannot be exchanged for a ticket/service after this date.

(12) 'Authorised Signature'

The person responsible for your account should then sign here. It is the account holder’s responsibility to decide upon who can sign warrants issued on the account.

There are no restrictions on the number of authorised signatories for an account, however ATOC do not keep any records of who is authorised to sign. The authorised signature on the warrant will not be checked when presented at the station and therefore any warrant exchanged for a ticket will be applied to the account regardless of the signature present.

(13) 'OTHER SERVICES'

The ‘Other Services’ section is to be completed for the purchase of a car park ticket or an on-board meal. In such circumstances a separate warrant must be completed to any rail ticket being purchased by a warrant.
APPENDIX 8

FSS Payment Process

Post Office – Cash Refunds

Deadlines for week are shown in **Bold** and *underline*. These are key to ensuring payment to post office and charge to business unit.

**Thursday 12.00PM**

**Business Unit**
- Complete proforma with client information
- Email proforma to FSS
- Make amendments and resubmit

**Finance Shared Service**
- Receive and check proforma from department
- Is information 100% correct?

**Lambeth Secure Server**
- Place information on Lambeth secure server

**Monday 2.00PM**

**Finance Shared Service**
- Load Post Office payment through interface

**Oracle**
- Create journal for loading recharges into Oracle

**Monday 2.00PM**

**Post Office**
- Post Office issues cash payments to client

**Client**
- Client takes e-mail, letter or text to Post Office

**Monday 2.00PM**

**Corporate Finance**
- Data on payments issued compiled for Lambeth weekly

**Tuesday 5.00PM**

**RBCS Finance**
- Approve Payment To Post Office
- Approve Post Office journal to charge BU's

**Thursday 12.00PM**

**Post Office**
- Clients receive e-mail, letter or text from Post Office

**Send out e-mail, letter or text to clients**

**Post Office**
- Post Office issues cash payments to client

**Data on payments issued compiled for Lambeth weekly**

**Post Office – Cash Refunds**

**Post Office**
- Get confirmation of clients who have received refund

**Finance Shared Service**
- Receive information on cash collected by clients from Post Office

**RBCS Finance**
- Receive and check proforma from department

**Finance Shared Service**
- Make amendments and resubmit

**Post Office**
- Email proforma to FSS

**Business Unit**
- Complete proforma with client information

Approve Payment to Post Office

Approve Payment To Post Office

Approve Post Office journal to charge BU's
### APPENDIX 9

Authorisation for travel warrants

<table>
<thead>
<tr>
<th>AUTHORISATION FOR TRAVEL WARRANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESS Ref</td>
</tr>
<tr>
<td>Name of Claimant</td>
</tr>
<tr>
<td>Name of Person(s) travelling:</td>
</tr>
<tr>
<td>No of Adults:</td>
</tr>
<tr>
<td>No of Children:</td>
</tr>
<tr>
<td>Route From:</td>
</tr>
<tr>
<td>Via:</td>
</tr>
<tr>
<td>To:</td>
</tr>
<tr>
<td>Date of Travel (Outwards):</td>
</tr>
<tr>
<td>Approved by BU Manager:</td>
</tr>
<tr>
<td>Print Name:</td>
</tr>
<tr>
<td>Business Unit:</td>
</tr>
</tbody>
</table>

I acknowledge receipt of Travel Warrant(s) series numbered

<table>
<thead>
<tr>
<th>ESS Ref</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
</tr>
<tr>
<td>To:</td>
</tr>
<tr>
<td>Received By:</td>
</tr>
<tr>
<td>Signature of Recipient</td>
</tr>
<tr>
<td>Date:</td>
</tr>
</tbody>
</table>

Issued By: Date
APPENDIX 10

Lambeth decision notification

Dear

Your Reference Number is:

I am writing with regards to your application for the Emergency Support Scheme, which you made on 14 November 2013.

The following decisions have been made in respect of your application:

Installation of white goods
On assessing your claim it has been decided that you do not qualify for an award of this item under the Lambeth Emergency Support Scheme, as we believe that you may be eligible for a Budgeting Loan from DWP.

Sofa or Sofa Bed (2 seater)
On assessing your claim it has been decided that you do not qualify for an award of this item under the Lambeth Emergency Support Scheme, as we believe that you may be eligible for a Budgeting Loan from DWP.

Fridge Freezer
On assessing your claim it has been decided that you do not qualify for an award of this item under the Lambeth Emergency Support Scheme, as we believe that you may be eligible for a Budgeting Loan from DWP.

Curtains or blinds
On assessing your claim it has been decided that you do not qualify for an award of this item under the Lambeth Emergency Support Scheme, as we believe that you may be eligible for a Budgeting Loan from DWP.

Delivery
On assessing your claim it has been decided that you do not qualify for an award of this item under the Lambeth Emergency Support Scheme, as we believe that you may be eligible for a Budgeting Loan from DWP.

Please contact the DWP to make a claim for a Budgeting Loan. If you still need support once you have received a decision, please submit a new application to the Emergency Support Scheme.

Other help

Given the reduced funding that has been made available to us by DWP, we cannot meet all needs or applications. Below are a number of other organisations who may be able to provide advice and support or emergency assistance:

Getting help from the DWP
You may be eligible for a Budgeting Loan from the DWP to help pay for essential things like rent, furniture, clothes or hire purchase debts. You can check here to see if you will be eligible: https://www.gov.uk/budgeting-loans/eligibility. You can apply at: www.gov.uk/budgeting-loans/how-to-claim

You may be eligible for a short-term benefit advance if there is a delay in giving a decision about your claim for benefit, or if your claim for benefit has been successful but there is a delay in payment. Short-term benefit advances can be made for JSA, ESA and Income Support. You can apply by contacting the Jobcentre on 0800 055 6688.

You may be eligible for a hardship payment for JSA if your claim has been refused, you have been sanctioned or you are waiting for the Jobcentre to decide whether you meet the job seeking conditions. You can apply by asking for a JSA 10/hardship application form from your local Jobcentre.

**Getting advice**

For advice around benefits, debt and housing, contact One Lambeth Advice:

www.onelambethadvice.org.uk

0344 245 1298

You can also speak to an Advice Guide at the Customer Centre in Olive Morris House. They are available on Tuesdays, Wednesdays and Thursdays between 10am-4pm.

**Getting help from foodbanks**

Lambeth foodbanks are there to provide support to those who are facing crisis and unable to buy food. A voucher is required to access the foodbank and these can be obtained from a number of support workers, social workers, advice services, Council teams, Jobcentres, some schools, children’s centres and GP practices. Once you have obtained a voucher, visit your local foodbank. You can find the addresses and opening times here: http://www.trusselltrust.org/map

You may also wish to visit a foodbank to talk to an advice worker who can provide support and help around debts, money management.

**Getting help from charities**

Some charities give items or grants to those that are in need and will have different eligibility rules to the Emergency Support Scheme so you may be able to get help from them. You can get more details on the grants that may be available using this: www.turn2us.org.uk/grants_search.aspx

**Sharing your information**
Information you provide to support your application may be shared with the Council’s ‘Every Pound Counts’ advice service so they can contact you with an offer to help you access any additional financial support you can claim from the benefit system.

**Requesting a review**

Your Emergency Support has been decided using the information and details you have provided. If you think the decision is wrong you can request an internal review. To do this you must contact us in writing within 28 calendar days of the date of the decision, giving your reasons for requesting a review. We will not be able to consider requests made after the 28 days, unless good cause is given.

You cannot request a review if you have been rejected because you applied for an excluded item, or are not on a qualifying benefit.

You can send your request for a review by:

Email to: ESSteam@lambeth.gov.uk

Post to: ESS Review Team, Revenues and Benefits, Olive Morris House, 18 Brixton Hill, London SW2 1RL

Please make sure that you include your claim reference and National Insurance number in all your correspondence to us.

**Making a complaint**

If you wish to make a complaint about the service you have received, you can do this in one of the following ways:

- Completing the [online complaints form](#)
- Contacting the Customer Service Centre on [020 7926 9694](#)
- E-mailing: [complaints@lambeth.gov.uk](mailto:complaints@lambeth.gov.uk)
- Making a complaint in person to the service manager or any officer of the council
- Writing to the Council at: Complaints, Olive Morris House, Brixton Hill, London, SW2 1RD

Yours sincerely

**Emergency Support Assessment Officer**
APPENDIX 13

Safeguarding and the Emergency Support Scheme – staff guidance

Context

Residents applying for support under the Emergency Support Scheme are often in difficult circumstances and desperate need. The scheme is not able to provide support for everyone that applies and, on occasions, Revenues and Benefits staff will come across people who provide information that causes them to have concerns around safety and safeguarding of vulnerable adults and/or children.

This guidance note is intended to support staff to appropriately respond when such situations occur, to reduce the likelihood of harm and to ensure that the council fulfils its statutory responsibilities.

This guidance note addresses situations where an applicant suggests that:

- They are going to harm themselves (including threats of suicide)
- They may cause harm to another person
- They may neglect a child or vulnerable adult
- They may suffer violence

It is important to note that decision-making will not be influenced by a threat of suicide/self harm or concerns around violence and that this should be communicated to the applicant where appropriate.

General guidance

In responding to any situation, it is important that staff routinely follow the steps set out below:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1. Take the customer’s statements seriously | • Remain calm.  
• Listen carefully and clarify.  
• Check your understanding of what was said.  
• Suspend all other activities you are carrying out.  
• Do not assume that the person is simply upset and angry and is either exaggerating or will calm down. |
| 2. Summon a colleague or manager | • Workplace procedures must be in place so that you always have access to a colleague or manager who will act as your ‘support partner’.  
• Your support partner is there for two reasons – to assist you as you help the customer, and to act as a witness to what was said. Ideally, they will need to be able to hear, or listen into the conversation, as best they can and record key points as it progresses.  
• If they cannot hear the conversation due to technical limitations, then repeat |
3. Gather information

You need to make some assessment on the degree of risk, by working through the following steps:

- Clarify and confirm that the customer has said they intend to self-harm (or commit suicide), are at risk of harm or violence or are a risk to someone else.
- Ask for details of who and when is at risk as the conversation allows.
- Ask for details of how they might be at risk as the conversation allows.
- Ask them if there have been any previous incidents of violence, harm/self-harm or neglect.
- Remind the customer that you have a legal duty to report safeguarding issues and/or threats of violence to the relevant authorities. Tell them this may include the Police, the Ambulance Service or Social Services.

4. Decide on and take action

- Use the flowcharts included within this guidance note to decide on the safest course of action.
- Inform the customer of the chosen course of action.
- Follow through on the action chosen.
- Ensure that all action is recorded and reported to a manager.

5. Review

- After the incident you may have thoughts and feelings about the situation. This is all part of the process of coping with the experience and is normal.
- Seek support from your colleagues and line manager.
- Your line manager will review the incident with you. This is your opportunity to reflect on the event and ask to agree on any further support for you. As part of this process, you should also review your written records with your line manager and check that office procedures were operational and useful. Pass a copy of your notes to your line manager.
- Line managers must retain the notes and issue a copy to the manager in your particular office who is responsible for developing and reviewing local plans.
- Managers should ensure that any member of staff who has managed an incident are provided with further opportunities to discuss the impact and how they are feeling.
- An independent, confidential counselling service is also available under the LB Lambeth employee assistance programme – details on the intranet.

There may be occasions where the threats of suicide/self harm or concerns about violence are reported to the team in writing rather than over the phone. It is likely, given the time delay associated with discovering written statements of this type, that the immediacy of the problem will be diminished. Furthermore, not having the applicant making the statements in real time to the assessors, allows for more consideration of how to respond. Generally, in such circumstances, assessors or managers should get quick advice from the council’s safeguarding team about how to respond. If this is not available they should endeavour to follow the processes set out below, as far as they seem relevant, erring on the side of caution by contacting the claimant and checking they are OK and passing on relevant information about where they can get support.
Specific guidance

Situations that cause concern have been broken down as follows:

Main situations that cause safeguarding concerns

1. Threats of violence or actual violence from another person
2. Self harm or suicide
3. Harm or neglect of a child
4. Harm or neglect of a vulnerable adult

If there are other situations that arise that are not reflected within this guidance note, they should be brought to the attention of the relevant manager and an urgent adjustment to this guidance note will be made.

The following sections of this guidance note take each of the situations in turn and suggest a course of action that should be followed.
Violence
Perpetrated Threatened or Feared to the person

- Customer reports that they have been subjected to violence
  - Advise them to report this to the Police and encourage them to obtain appropriate medical treatment
  - Let them know you have a duty to do this
  - Refer to vulnerable adult or child protection procedure if disclosure suggests either group have been

- Customer reports they have been threatened with violence
  - Advise them to contact the Police
  - If you are concerned about their safety or the safety of others you can report what they have said to the Police.

- Customer reports that they are at risk of being subjected to violence
  - Signpost them to the relevant service (see factsheet)
**Self Harm or Suicide**

- **Customer reports that they have self harmed including taking an overdose**
  - Call the London Ambulance Service on 999
  - Take them into a side room
  - Obtain as much information as possible to handover to LAS staff

- **Customer reports that they intend to self harm or take their life**
  - Advise them to speak to their GP or a medical service that they are known to

- **Customer reports that they are thinking about taking their life**
  - Signpost to relevant service see resources sheet
Actual or potential neglect or harm to a child

- Direct threat of immediate harm
  - Ring the police on 999

- Threat of potential harm
  - Raise concern with Child Protection Services on
    - 66010
    - 67868
    - 66676
    - 67856
    - 66583
    - 66586
    - 61772

- Concern expressed that a child may be harmed
  - Signpost to relevant agencies
    (see resource sheet)
Actual or potential neglect or harm of a vulnerable person

Direct threat of immediate harm
- Ring the police on 999

Threat of potential harm
- Raise concern with Adult Social Care on 5555 or (if you have a name) their social worker or team

Concern expressed that the person may be harmed as a result of the decision
- Signpost to relevant agencies (see resource sheet)
Relevant support agencies that customers can be referred to:

**Samaritans** – Tel no: 08457 90 90 90  
www.samaritans.org  
24 hours – Confidential emotional support helpline for anyone in a crisis.

**MIND** – Tel no: 0300 123 3393  
www.mind.org.uk  
Advice and support for anyone with a mental health problem. Open Mon – Fri 9.00 to 6.00

**NHS 24** – Tel no: 08454 24 24 24  
www.nhs24.com  
24 hour round the clock health advice and support.

**Community Mental Health Team**
The usual referral process is via the customers GP. This is to ensure that the GP has tried all they can do before referring to the local community mental health teams. Customers can be referred via A&E at the local hospital.

**Breathing Space** – Tel no: 0800 83 85 87  
Breathing Space is a free, confidential phone-line you can call from 6pm - 2am when you’re feeling down.

**ChildLine** – Tel no: 0800 1111  
www.childline.org.uk  
ChildLine is the free 24-hour helpline for children and young people in the UK.

**NSPCC Helpline** – 0808 800 5000  
www.nspcc.org.uk  
24 hours a day – if you are worried about a child, here to offer help and support.

**Carerline** – Tel no: 0800 22 44 88  
Careline offers useful support for unpaid carers in the UK. Lines open 8am - 10pm

**Drinkline** – Tel no: 0800 917 8282  
24 hours a day – advice, information and support for anyone concerned about their own or someone else drinking.

**AA** – 0845 769 7555  
www.alcoholics-anonymous.org.uk  
Confidential helpline.

**Child Death Helpline** – Tel no: 0800 282 986  
www.childdeathhelpline.org.uk  
For anyone affected by the death of a child

**Cruse Bereavement Care** – 0844 477 9400  
www.crusebereavementcare.org.uk  
Helpline for the bereaved and those caring for bereaved people.

**Frank** – Tel no: 0800 77 66 00  
www.talktofrank.com  
24 hours a day – information about drugs and solvents for those who use them, their friends, families and colleagues.
National Debtline – 0808 808 4000  www.nationaldebtline.co.uk
Help for anyone in debt or concerned they may fall into debt.

Run in partnership with Refuge and Women’s Aid, providing safe accommodation for women experiencing domestic violence.

Victim Support Line – Tel No: 0845 30 30 900  www.victimsupport.org.uk
Offering emotional support and practical advice for anyone affected by crime.
www.suicide-prevention.org.uk