

# Crisis Support Scheme

## **Principles**

Our replacement for the Crisis Loan scheme operated by DWP until 31 March 2013 is known as the Crisis Support Scheme (CSS) and is a non-recoverable payment intended:

(a) for those who have suffered a disaster or crisis which includes:

- No access to vital necessities (i.e. food, heating and clothing)
- Major flooding, gas explosions or fire which affects the home (where insurance or utility companies are not liable)
- Emergency trips to hospital (i.e. to Accident and Emergency)
- Breakdown of family unit (i.e. fleeing violence)
- Severe financial hardship as a result of COVID-19

and

(b) have a risk to the personal health and safety of themselves and/or a member their household\* and they are unable to secure funding from any other source.

The following is regarded as a need for health and safety:

- Food and/or clothing
- Fuel for heating their home
- Travel costs in emergency situations

The overarching outcomes of the scheme are:

- To make best use of all the Council's resources to support those in times of crisis or disaster through no fault of their own
- Develop a system of referral to support services to remove the need for repeat claims
- Refer customers to other service providers where appropriate (i.e. request for specialist items need to be referred to social care or NHS)
- To support the most vulnerable by aligning provision and access to appropriate support services and advice.

## **What the scheme will provide**

The Crisis Support Scheme will provide the following:

- Shopping packages ordered online delivered direct to the customer
- Pre-paid utility voucher at PayPoint outlets
- Council tax payments directly to the council tax account
- Travel costs through the council's travel office
- Clothing through voucher/gift card scheme

Temporarily for the period on COVID19 the Crisis Support Scheme may provide the following ways of payment where the above are unavailable:

- Payments into individuals bank accounts

- Pre-paid cash vouchers at PayPoint outlets

The Crisis Support Scheme will **not** usually include:

- Payments into individuals bank accounts
- Payments via cheque or giro
- Payments via cash

The Crisis Support Scheme is discretionary, however due to the limited amount of money available for the scheme and to ensure that full use is made of the funding each application will be considered on its own merits.

### **How the scheme will be provided**

#### **Application and assessment process**

- The service is provided Monday to Friday, 9:30am to 3:30pm
- There will be no out of hours service
- Applications will be made online or by telephone to make an assisted online claim
- Applications can be made by the applicant, their appointee or their advocate
- Applications received before 1pm will have a decision made by 5pm of the same day
- Applications made after 1pm will have a decision made by 10am the following working day
- Customers will be notified of our decision via telephone and followed by a decision letter/email
- If an application has been successful, the applicant will receive their Crisis Support award through the following channels:
  - Food will be delivered at a reserved time by the online provider.
  - Clothing vouchers will be posted to customers
  - Utility vouchers can be sent by email or to mobile phones
  - The Councils Travel Office will issue instructions for travel arrangements
  - Temporarily through the COVID-19 period financial support may include payments to bank accounts or vouchers to cash
- Awards are limited to 3 per individual in any one financial year
- Enquires can be emailed to [dhp@newcastle.gov.uk](mailto:dhp@newcastle.gov.uk)

### **Eligibility criteria**

In order to be eligible for a Crisis Support payment, applicants must meet the following criteria: -

- They satisfy the principles in part of the schemes; and
- Live within the City of Newcastle upon Tyne; and
- They are aged 16 or over (for those under 18 who do not have a support worker a referral will be made to Children's Services); and
- They are not an excluded person;
- They have insufficient income to meet the need (including those involved in trade dispute); or
- They are in receipt of or waiting for the award of one the following benefits:

- Income Support
- Employment and Support Allowance
- Jobseekers Allowance
- Pension Credit
- Universal Credit
- 80% of wages relating to COVID-19
- HMR payments relating to COVID-19

## Exclusions

The Crisis Support Scheme will not be awarded for:

- A crisis that occurs outside the United Kingdom;
- An educational or training need, including school branded uniform and travel expenses;
- General hardship or personal budgeting
- Any expenses that are in connection with legal proceedings;
- Removal or storage charges for re-housing except as the direct result of a disaster;
- Cost of domestic assistance and respite care;
- Repairs to properties owned by the public sector, including registered social landlords;
- Any medical service including medications;
- Work related expenses for those seeking work and those already in work;
- Monies owed to government organisations;
- Costs and charges for a telephone;
- Holidays;
- Specialist equipment for medical reasons;
- Costs and charges for a television, radio or IT;
- Costs and charges for a motor vehicle, including fuel (except emergency travel expenses);
- Housing costs, such as rent;
- Rent in advance payments;
- Water charges;
- Non householders;
- Persons from abroad, with no recourse to public funds;
- Maternity expenses (except clothing);
- Funeral expenses (except emergency travel);
- Addiction purposes, including alcohol and cigarettes;
- Spent benefit;
- Benefit alignment;
- Fourth or subsequent applications within a 12-month period;
- Most people sanctioned by DWP, JCP or the Council;

## **Evidence required as part of the application process**

Proof of identity, age, residency and where applicable proof of income, will be obtained from Housing Benefit, Council Tax Support and Council Tax records and Customer Information System (CIS).

The following will be determined through a matrix of questions within application process:

- Crisis / Disaster
- Emergency

- Risk to Health and Safety
- Access to funds/support from other sources
- Capital

### **Rate of award**

Daily food allocation rates will be assessed individually but as a guide line on the following rates:

- Single rate of £10.00
- Couple rate of £15.00
- Each dependant of £5.00

The amount awarded for fuel, travel, clothing and special circumstances awards will be awarded at the discretion of the Council.

### **Roles and responsibilities**

#### **The Council**

The Crisis Support Scheme will be administered by the DHP and Vulnerability Team within the Revenues and Benefits Service, in Resources.

The Revenues and Benefits service will be responsible for:

- Delivery, monitoring and evaluating of the Crisis Support Scheme
- Resource allocation and budget monitoring.

The Revenues and Benefits service will be responsible for the allocation and monitoring of the Crisis Support Scheme budget.

Consideration will be given to the amount of resource available in the Crisis Support Scheme budget and each application will be assessed according to its individual merits.

Due to the reduced funding available for the Crisis Support Scheme, the Revenues and Benefits service will ensure that alternative options have been explored before making an award of Crisis Support for example access to free school meals.

#### **Monitoring:**

The Revenues and Benefit service will be responsible for monitoring the scheme for example recording the number and nature of applications and awards.

The Revenues and Benefits service will develop a system for monitoring these outcomes and will ensure that it becomes an integrated part of support planning and not a standalone system.

#### **Preventative Support**

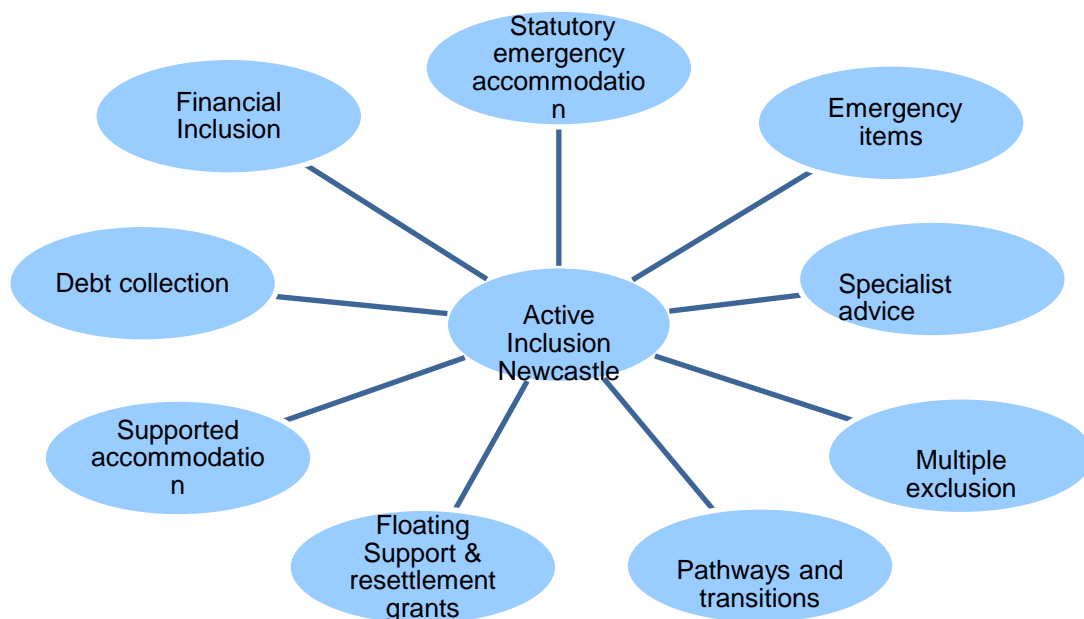
The Revenues and Benefits service will where possible use intelligence from Crisis Support to align it with the Discretionary Housing payment provision which will assist to ensure that support is available for those who are vulnerable.

Where the client has existing care arrangements or they are part of a support programme the Revenues and Benefits service will refer the client to the Active Inclusion Team

Where the client does not have a crisis but is in need of support the Revenues and Benefits service will refer the client to the most appropriate service.

In the course of consulting on the development of the crisis support and the supporting independence scheme it was established that care and support providers do not want a standalone preventative service, however this is a need for care and support providers to be regularly updated on changes to benefits and given access to financial inclusion services.

This fits with “hub” concept central to the development of Active Inclusion Team that involves coordinating a range of services that identify and support people to respond to and prevent repeat crisis, see below.



### **Disputes**

As the Crisis Support Scheme payment is not a payment of benefit there is no formal right of appeal to be heard by an Appeals Tribunal. However, in support of fairness to the applicant, the Council will carry out an internal review on the following decisions:-

- Not to award a crisis payment;
- The level of crisis payment;
- The manner of crisis payment;

Applicants, their appointee or advocate must make a request for a review in writing. This must be made within one week of the decision giving their reasons for requesting a review. The review will be considered within one working day of the request and the applicant will be notified of the decision, verbally and in writing.

### **Review of the Scheme**

The scheme will be reviewed every 12 to 18 months, with the aim of establishing a sustainable scheme within the funding allocated by Government.