

## Appendix 1

### LOCAL WELFARE ASSISTANCE (LWA)

#### AGENCY ASSESSMENT TOOL FOR MAKING LWA AWARDS<sup>1</sup> (FURNITURE AND WHITE GOODS)

(Please note: crisis awards for daily living expenses are not available under Local Welfare Assistance. If your client's need is for daily living expenses (i.e. food or gas and electric), you should refer to a foodbank for a food parcel, and/or use the Keep Warm Keep Well Grants programme if they are eligible for a gas and electric top up.

#### Client details

Name of Client	
Date of birth	
Partner's name (if applicable)	
Date of birth	
Address <i><b>Important note:</b> white goods and Argos payment cards can only be delivered to the client's address as input on the Portal, so ensure you use the relevant address, especially where the client has moved or is about to move</i>	

<b>Part A - Initial eligibility checker</b>	<i>Circle yes or no</i>
Does your client live in the PO1-PO6 area, or is this about to become their main area of residence?	<b>No:</b> Do not proceed. Client is not eligible for an award. Check provision in their local area instead.  <b>Yes:</b> Continue to next question.
Have you used the Help for People in Financial Hardship Directory, to search with your client for resources that are available locally or nationally to meet their needs?	<b>No:</b> Do not proceed. Use the Directory to source other provision instead. An LWA award is a last resort when nothing else is available.  <b>Yes, but unable to meet needs:</b> Continue to next question.
Income: Is the client in receipt of a qualifying	<b>No:</b> Do not proceed. Client is not

<sup>1</sup> This form is only for internal use by agencies that are working with Portsmouth City Council to provide awards for furniture and white goods.

<p>benefit? (<i>Income Support, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA), Housing Benefit or Pension Credit</i>)</p>	<p>eligible for an award.</p> <p><b>Yes:</b> Proceed to next question.</p>
<p>Does the client have savings or help from friends and family which could cover a significant part of the items they need?</p>	<p><b>Yes:</b> Not eligible - do not proceed. Client needs to use resources available to meet need, covering the remainder from current income.</p> <p><b>No:</b> Proceed to next question.</p>
<p>Has the client applied for a Budgeting Advance (BA) from DWP?</p>	<p><b>No:</b> Check whether the BA criteria are met (Directory page 4). If met, do not proceed, apply for a DWP BA.</p> <p><b>Yes:</b> If decision not yet made, await the outcome. If BA refused - or a BA is not appropriate as repayments would be clearly unaffordable - continue to next section.</p>
<p>Is this an item affordability issue (e.g. client can afford to pay something, but not the whole cost of the item up front)?</p>	<p><b>Yes:</b> Not eligible. If the client requires a loan, they should either access their own low cost loan (bank, friends or family etc.) or access a low cost loan from the Credit Union to fund the item.</p> <p><b>No:</b> Proceed to next question.</p>
<p>Is the client coming out of temporary accommodation or supported housing and being re-housed by PCC?</p>	<p><b>Yes:</b> Not eligible. Do not proceed. Contact Housing Options to discuss needs and help available.</p> <p><b>No:</b> Proceed to next question.</p>
<p>Is the client leaving Local Authority Care and under the age of 21?</p>	<p><b>Yes:</b> Not eligible - do not proceed. The client can access a Leaving Care Grant from the PCC Leaving Care Team instead.</p> <p><b>No:</b> Proceed to next question.</p>
<p>Has the client already received a local welfare assistance award from your agency or another agency for furniture and white goods in the past 12 months? (<i>This must be checked on the Family Fund Portal, using their name and address</i>)</p> <p>And/or is this an ongoing budgeting and/or low income issue rather than a one-off crisis issue?</p>	<p><b>Yes:</b> Do not proceed - not eligible. Scheme cannot meet ongoing needs - work should be completed with client around budgeting, income, financial resilience for the future etc.</p> <p><b>No:</b> Proceed to next section.</p>

Part B - Vulnerability	Tick if met
<p>At least one of these other categories must be met to qualify for an award. <b>Please note that having a need is not sufficient grounds in itself to make an award</b>, as the budget is not sufficient to fund all need across the city. The client must have a need, alongside a high level of vulnerability as below.</p> <p>This need has to be balanced against how difficult it would be for the client to obtain the essential item, or to manage without it, should an award not be made.</p> <p>This means that awards will only be made for the highest level needs in the city.</p>	
Is the client homeless and resettling in the community, having left care, an institution, hospital, prison or a hostel?	
Is the client homeless, and has been in a 'sofa surfing' situation for a significant period of time, with complex needs <sup>2</sup> (see footnote below for definition of complex needs) and is now being re-housed in unfurnished accommodation?	
Does the client have complex needs (see footnote 1) and is moving from furnished housing into unfurnished accommodation?	
Does the client have complex needs (see footnote 1) and is living in the community with a high risk of needing to enter residential accommodation or care?	
Does the client have complex needs (see footnote 1) where there is a need to establish a safe and/or basic standard of living within the home. (By 'basic' we mean something to cook food with, a bed to sleep on, a fridge for food and something to sit on)?	
Is the client currently experiencing exceptional circumstances such as fleeing or recovering from domestic abuse, multiple complex needs (see footnote 1), bereavement, severe family difficulties or harassment?	
<p>On a scale of 1 - 10 (1 = not vulnerable, 10 = the most vulnerable), how high would you rate your client's vulnerability, relative to other clients you see? (This will help you prioritise who will receive awards from your agency). You need to think about the client's whole circumstances e.g.</p> <ul style="list-style-type: none"> <li>• What is their support network? If there are family and/or friends who will help, this will lower their vulnerability</li> <li>• How impacting is their level of disability/mental health issue/health issue? If it is minor, this reduces their vulnerability</li> <li>• What are the other vulnerability factors? E.g. are there young children in the household who will be adversely</li> </ul>	<b>Score out of 10:</b>

<sup>2</sup> By complex needs we mean individuals who have high levels of need around areas such as mental health, alcohol and substance misuse, domestic abuse, disability/complex medical issues, relationship breakdown, family difficulties etc.

<p><i>affected if support is not received? Is the person a carer?</i></p> <ul style="list-style-type: none"> <li>• <i>Could this need have been planned for in advance by the client? Is this actually an issue around a chaotic or disorganised approach to money management, rather than a one-off exceptional need? If so, work should be conducted with the client rather than making an award, which may just reinforce this behaviour.</i></li> <li>• <i>Is the client willing to engage with budgeting advice and help? Due to limited funds, awards should be focused on those who engage with the support offered to resolve their problems longer term.</i></li> </ul>	
<p>Please give summary of client's vulnerabilities from above in the box below:</p>	
<p><b>Part C - Items requested - level of need and accessibility</b></p>	
<p>Is the request for any of the following items?</p> <ul style="list-style-type: none"> <li>• <i>Cooker, mini oven or microwave</i></li> <li>• <i>Fridge, freezer or fridge freezer</i></li> <li>• <i>Washing machine, tumble dryer or washer dryer</i></li> <li>• <i>Sofa</i></li> <li>• <i>Bed or mattress</i></li> <li>• <i>Table and chairs</i></li> </ul> <p>Cost of item(s) (<i>see item pricelist in Portal User Guide</i>):</p>	<p><b>No:</b> Do not proceed with application. These are the only items that can be awarded under the scheme.</p> <p><b>Yes:</b> Proceed to next question.</p>
<p>Is the application being made because the client had this item previously, but it has now broken down (e.g. fridge, cooker)?</p>	<p><b>Yes:</b> Has the client checked the cost to repair? If the repair cost is under £50, do not proceed. Client is not eligible, should fund repair from existing income.</p> <p><b>No:</b> Proceed to next question.</p>
<p>On a scale of 1 - 10 (1 = easy, 10 = impossible), how difficult would it</p>	<p><b>Score out of 10:</b></p>

be for the client to get this item without an award? <i>(This will help you to prioritise who is in most need of an award).</i>	
On a scale of 1 - 10 (1 = easy, 10 = impossible), how difficult will it be for the client to manage without this item? <i>(This will help you to prioritise who is in most need of an award).</i>	<b>Score out of 10:</b>
You must search the Family Fund portal to check whether the client has already received an award in the last 12 months. Have they received an award?	<b>Yes / No (Circle)</b> (If yes, and within the last 12 months, they will not be eligible for an award).
Please print off and ask the client to complete the 'Client Consent to Share Information and Declaration' form on the next page, giving a copy to the client and retaining one for your records.	
<b>Part D - Manager's Decision re award</b>	
Part A - Does the client meet the initial eligibility checker?	
Part B - Have they met at least one of the vulnerabilities listed in this section?	
Part C - What overall score have they received for level of need and accessibility? (Add together the 2 scores to get a score out of 20)	
Part D - How much is left in your budget? How much is the award? Does the level of need warrant using this amount of funds from the budget available?	

### **Client Consent to Share Information and Declaration**

This application is for Local Welfare Assistance funded by Portsmouth City Council.

#### **Consent to share information**

The organisation approving my award may make enquiries about any information needed to support the application and to prevent fraud.

- I understand that the organisation approving my award may check the information I have given with other sources, and I give my consent for this information to be shared with the Local Welfare partner organisations (advice and/or support agencies).
- I understand that the organisation approving my award may use any information I have provided in connection with this and any other claim for Social Security benefits that I have made or may make.
- I understand that the organisation approving my award may share information with other government organisations, in accordance with the law.
- I understand that Local Welfare Assistance is a discretionary fund. If I am granted an award I understand that I am expected to seek relevant money and budgeting advice as a longer term solution to my financial difficulties.

#### **Declaration**

Please read this declaration carefully before signing and dating the form.

By signing this form you are declaring that you have read and understood the following points:

- I declare that the information I have given about my needs is correct and complete.
- I declare that I will spend my award on the items for which it was made and if requested will provide receipts to confirm this.
- I know that I must promptly tell the agency making this award of any further information which may affect the award which I become aware of after it has been made.
- I know that I must promptly tell the agency about any change in my circumstances affecting my award.
- I understand that if I have given information that is incorrect, incomplete or false, or fail to declare any changes to the information or circumstances I have provided that affect my award, the award will be cancelled and I may be liable to prosecution or other action by Portsmouth City Council.

Name	
Signed	
Partner Name	
Signed	
Date	
Item(s) awarded	