

## HAMPSHIRE AND ISLE OF WIGHT COMMUNITY FOUNDATION

### KEEP WARM, KEEP WELL 2015/16

#### **Guidelines for awarding grants to individuals (For Portsmouth City Council Staff)**

The Keep Warm, Keep Well 2015/16 Fund, managed by Hampshire and Isle of Wight Community Foundation (HIWCF), has been created by Portsmouth City Council (PCC) to help local people living within PCC boundaries (PO1 - PO6) who will struggle to keep warm this winter.

There are many inter-related factors which will influence how each individual is affected, including their income, housing type and quality, cost of fuel, isolation and underlying health conditions.

#### **Why have we set up the Keep Warm, Keep Well Fund?**

- Almost 860 vulnerable people died in the 2011/2012 winter in Hampshire and the Isle of Wight from largely preventable causes related to cold conditions
- 10,800 households in Portsmouth are believed to live in 'fuel poverty' (2013)
- Average household gas and electricity bills more than doubled between 2005 and 2015

Each individual's response to the cold can vary. Some may heat their home more but buy less food. Others will cut back on their heating and social contact. Any of these actions could be detrimental to their well-being at a time when they could be at their most vulnerable.

**As part of our Keep Warm, Keep Well campaign this winter we provide relevant agencies access to this small grants programme for vulnerable individuals they are working with, who may require help to keep warm and well this winter.**

**The aim of this fund is to ensure that persons in the community who struggle with the cost of keeping warm can survive the winter with a reasonable level of comfort and dignity.**

This process is designed to balance the need to be sure the funds go to people in genuine need of help, with the need to keep the process as light-touch as possible.

Above all, we rely on you to use your local knowledge to assess need, and we are grateful to you for helping us make these funds available to people who need help this winter.

## ➤ Eligibility

Eligible individuals will be:

Those who would struggle to maintain a basic acceptable standard of warmth and comfort in their home, who may be living in social housing, private rented or owner occupied homes, within Portsmouth City Council boundaries, PO1 - PO6; AND either:

- Have a low income
- Have a health condition and / or disability
- Are a frail older person
- Have a mental illness
- Are a vulnerable person living in deprived circumstances
- Are experiencing short term crisis
- Have damp or poorly insulated housing
- Are living in fuel poverty
- Require emergency repairs related to heating

The recipient must be either well-known to the assessor through their work with the organisation, or they must provide evidence of their identity, preferably photo ID or a recent utility bill.

Recipients should normally only receive one payment in any twelve month period from this fund.

*Note: Due to the potentially large number of people that could be eligible for this provision, it is important that applications are only made where other available resources have been exhausted. For this reason it is expected that frontline workers will establish what benefits or awards people are already in receipt of, or could apply for, to inform whether an application is needed.*

## ➤ The application process

- Complete all sections of the application form (including the recipient's signed consent) and email it to your Service Authoriser.
- If the request is for a fuel bill to be paid then a scanned copy of the bill must be attached to the application form and sent through to your Service Authoriser (so that HIWCF can pay the money directly to the energy company).
- If approved, your Service Authoriser will email the application (and copy of fuel bill where relevant) to HIWCF on [grantsadmin@hantscf.org.uk](mailto:grantsadmin@hantscf.org.uk)
- In **exceptional** cases, where the recipient does not have a bank account, or where for example an unauthorised overdraft or bank fees would swallow up any payment made, a cash payment can be arranged via the Roberts Centre.
- For cash payments, the authoriser should email the completed referral form to Mark Sage, with details of why a cash payment is required. If approved, the referrer will need to collect the award from the Roberts Centre office in Crasswell Street, showing their staff ID.
- Recipients without access to a suitable bank account should also be offered information and support on opening a basic bank account.
- Any PCC tenants in Hampshire (e.g. Leigh Park, Wecock Farm) will access separate HCC provision (the Hitting the Cold Spots Fund). Please see separate guidance on this process.

## ➤ What can be awarded

The award will be up to £100. Funds awarded can be used for items such as:

- Fuel bills and fuel debt (including key meter top up)
- Warm clothing and slippers
- Electric blankets, portable heaters
- Bedding (blankets, duvets etc)
- Emergency repairs to windows, heating systems or letter boxes (please ensure you first check whether PCC's Home Safety Team can provide free draught-proofing (for letter boxes and external wooden doors) - ring 023 9283 4460)
- DIY / handy-person - related to heating

There is only limited funding available and so it is important staff prioritise funding effectively in order to make it last through the winter. Staff should therefore award £50 in the majority of cases, and focus the maximum £100 award on those in the most severe need, for example older people over 70, families with children under 5, or those with a disability or respiratory problem.

Note: this is not an exhaustive list. You should use your discretion but you must record why the recipient is in need, and how the award will be used. If you are recommending an award of £100, you must explain why the recipient is in the most severe level of need.

#### ➤ **Awarding a payment**

On receipt of an application, HIWCF will ensure that all the required information has been provided. Any incomplete or inappropriate applications will be returned to the authoriser.

Once a completed application has been received and approved, HIWCF will make payment of the award directly to the individual by BACS. Complete applications received before 12:00pm each Friday will usually be added to the payment run for payment the following Wednesday.

HIWCF email an updated spreadsheet of all awards and payment dates to Mark Sage each Friday.

#### ➤ **Further information or advice**

Please contact Debbie Charlton at Hampshire and Isle of Wight Community Foundation by email [grantsadmin@hantscf.org.uk](mailto:grantsadmin@hantscf.org.uk)

If a payment is not made to the recipient on the date expected (as outlined above), referrers should contact Mark Sage to check whether the award has been approved - [mark.sage@portsmouthcc.gov.uk](mailto:mark.sage@portsmouthcc.gov.uk) or 023 9283 4111.