

## Sunderland Council Local Welfare Provision (LWP) Scheme

### Overview

The council provides 2 discretionary schemes that are intended to meet some of the short term needs of poor and otherwise vulnerable people that have no other way of meeting these.

- Crisis Support (CS) - can meet some basic day to day living costs for food, fuel and travel
- Community Care Support (CCS) – can provide assistance with basic furniture , white goods , small items and clothing

LWP is only open to Sunderland Residents and is not available to asylum seekers or those with no recourse to public funds.

### Common Eligibility Criteria

All successful LWP applicants must:

- Be receiving / applying for Housing Benefit, Council Tax Support or Universal Credit with Housing Costs
- Be able to demonstrate that they have no readily available savings , capital or investments to meet their needs –or resources from friends / family that they can call on
- Have applied for and been declined any DWP financial assistance schemes open to them – for example Budgeting Advances , Advance Payments or Hardship Payments
- Not normally have had an award under the same scheme in the previous 12 month period

To qualify they must also meet at least one of the following scenarios

Have a serious physical health problem affecting their day to day living , for which they receive treatment	Have a learning disability , physical or sensory impairment , or mental health issue
Have a dependent child / children living with them	Have caring responsibilities for someone unable to look after themselves
Have a substance / alcohol misuse problem, for which they receive treatment	Are on probation or receiving support due to their offending history
Are likely to be able to successfully appeal against a benefit sanction-if this is one of the reasons for their application	Have recently been or are at risk of domestic abuse
Be a young person leaving care	Be an older person with support needs
Be a risk to their own health and safety	Be at risk of homelessness

## **Crisis Support (CS) Scheme**

### **CS Eligibility Criteria**

In addition to the common LWP criteria the applicant must have just experienced a crisis or an emergency through no fault of their own, and as a result of this can demonstrate why they need one or more of the types of crisis help that the council offers

### **CS Offers for successful applicants**

- **Food support:** is normally provided by way of supermarket food card. The card's value is based on a week's food supply for the applicant and their dependents.  
In a small number of cases a voucher may be impracticable and the council will provide a food parcel instead – for the same approximate values
- **Fuel Support:** Prepayment energy vouchers to meet a week's gas and / or electricity supply can be provided to applicants with prepayment meters and that have on-going energy supply.
- **Travel:** A day's travel card can be provided to use for local journeys - some journeys across Tyne & wear where the applicant needs to attend an appointment (normally hospital or a funeral) and has no other way of funding this

### **CS Service Delivery / Fulfilment**

- Customers can apply for help via the telephone in normal office hours (8:30 – 5:00 Monday to Friday)
- Customers will be expected to collect supermarket / prepayment energy vouchers and travel cards from one of a number of designated locations whenever it is practicable for them to do so
- the council tries to make decisions on applications within 24 hours (where all of the required information has been provided) and to provide support to successful applicants in the same period
- Both successful and unsuccessful applicants will also be signposted appropriately to other sources of help

## Community Care Support (CCS) Scheme

### CCS Eligibility Criteria

In addition to the common LWP criteria the applicant must be able to demonstrate that they require help to:

- Move back into the community after a stay in high dependency accommodation ( for example hospital , residential care or prison, or
- Prevent a move to residential care or hospital, or
- Prevent a serious deterioration of health within their current home, or
- Relieve exceptional pressure on them or their family

### CCS Offers for successful applicants

**Furniture Offers:** are based on and may be limited by the applicants presenting circumstances, family composition and existing resources - but could comprise one or more of the following items.

Single bed	Double Orthopaedic mattress
Single mattress	Bunk beds
Single bed base	Wardrobes -Old
Double bed	Wardrobes –new
Double Mattress	Drawers –old
Double Bed base	Drawers – new
King size bed	Sofa
King size Mattress	Armchair
King size Double Bed base	Table & Chairs
Single orthopaedic mattress	Cot & mattress

Offers of furniture will be refurbished with the exception of beds and mattresses which will be new

**White Goods Offers:** are based on and may be limited by the applicants presenting circumstances, family composition and existing resources - but could comprise one or more of the following items

Electric Cooker ( normally provided to couples / families only)
Microwave ( normally for single people )
Washer
Fridge

White goods will be refurbished except for microwaves which will be new

**Small Item Offers** - are based on and may be limited by the applicants presenting circumstances , family composition and existing resources - but will comprise one or more of the following items ( ordered

Kettle	Towel bale
Toaster	Single bedding & extra set
Iron	Double bedding & extra set
Ironing board	King size bedding & extra set
Dinner set	Cot bedding
Mug set	Cutlery set
Oven trays	hoover
Pan set	Tea towels

**Clothing offers:** are mainly for single people that are re-entering the community from high dependency accommodations and have no appropriate clothing of their own but other applicants could qualify based on exceptional pressures. Each applicant will be advised of the charity shop they can visit to choose clothing

### **CCS Service Delivery / Fulfilment**

Customers can apply for help via the telephone in normal office hours (8:30 – 5:00 Monday to Friday)

The council aims to fulfil offers as follows

- Furniture offers – beds within 24 hours and other items within 14 working days delivered to the applicants home by one of the councils suppliers
- White Goods – delivered and fitted ( where appropriate ) by one of the councils suppliers within 14 days
- Small items – delivered by one of the Council’s suppliers within 14 days
- Clothing – the customer will be advised to visit a designated charity shop where a voucher will be waiting for them

The council tries to make decisions on applications within 24 hours (where all of the required information has been provided) and to provide support to successful applicants as soon as is practically possible – subject to timescales above

Both successful and unsuccessful applicants will also be signposted appropriately to other sources of help