

	Crisis Loans	Community Care Grants
Criteria	<p><b>Awards to :</b></p> <ul style="list-style-type: none"> <li>• Cover immediate short-term needs due a circumstance that presents a serious risk to the health or safety of the claimant or their family and the award is the only way to prevent this</li> </ul> <p>Claimant must be a Halton resident:</p> <ul style="list-style-type: none"> <li>• be aged 16+</li> <li>• agree to the terms of the loan</li> <li>• have no alternative forms of help</li> <li>• not have had 2 previous awards in the last 12 months</li> </ul> <p>Exceptions to be same to those for current scheme</p> <p>The award dependant on funds available</p>	<p><b>Awards to support:</b></p> <ul style="list-style-type: none"> <li>• vulnerable people to return to or to remain in the community or</li> <li>• ease exceptional pressure on families</li> </ul> <p>Must be a Halton resident:</p> <ul style="list-style-type: none"> <li>• In receipt or imminent receipt of an income-related benefit, and</li> <li>• no funds to meet the need themselves and,</li> <li>• there are no other alternative sources of help and</li> <li>• not have had 2 previous awards in the last 12 months and,</li> <li>• agree to the terms of the award</li> </ul> <p>The claimant is:</p> <ul style="list-style-type: none"> <li>• moving out of institutional or residential care or,</li> <li>• moving to more suitable accommodation or,</li> <li>• under exceptional pressure or,</li> <li>• setting up home as a part of a resettlement programme</li> </ul> <p>Exceptions to be the same to those for current scheme</p> <p>The award dependant on:</p> <ul style="list-style-type: none"> <li>• Funds available</li> <li>• Priority- based on the impact the award would have to the claimant's circumstances</li> </ul>

## New Scheme Application Process

<b>Application</b>	<p><b><u>Crisis Loans</u></b> <u>2 stage application process</u></p> <p><b>Stage 1</b></p> <ul style="list-style-type: none"><li>• Phone (during office hours)</li><li>• Eligibility check and provisional decision given</li></ul> <p><b>Stage2</b></p> <ul style="list-style-type: none"><li>• In person to HDL for verification of information given over phone</li><li>• ID check and pick up award and decision notice</li></ul>	<p><b><u>Community Care Grants</u></b></p> <ul style="list-style-type: none"><li>• On line</li><li>• By referral from professional such as social worker, probation officer etc</li><li>• Initial eligibility check</li><li>• Decisions within 9 working days</li></ul>
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## New Scheme Awards & Appeals

<b>Awards Payment</b>	<p><b><u>Crisis Loan</u></b></p> <ul style="list-style-type: none"> <li>• Repayable Loan for anything awarded with a monetary cost to the Council</li> </ul> <p><b>Loans to cover costs for:</b></p> <ul style="list-style-type: none"> <li>• Nappies</li> <li>• Toiletries</li> <li>• Cleaning /hygiene products or</li> <li>• Money for pay as you go fuel meters or,</li> <li>• White goods and furniture</li> <li>• Emergency travel</li> <li>• Pre- paid cards for fuel, emergency travel</li> <li>• No min award</li> <li>• Max award of £1,500</li> <li>• Voucher for specified goods</li> </ul> <p><b>Awards</b></p> <ul style="list-style-type: none"> <li>• Referral to food bank</li> </ul>	<p><b><u>Community Care Grants</u></b></p> <p>Repayable loan</p> <ul style="list-style-type: none"> <li>• Voucher or pre- paid card for specified goods or service</li> <li>• Direct payment to supplier</li> </ul> <p><b>To cover:</b></p> <ul style="list-style-type: none"> <li>• White goods</li> <li>• Furniture – beds/bedding, sofa , carpets, curtains</li> <li>• Household equipment- cutlery , pans</li> <li>• Clothing</li> <li>• Removal expenses</li> <li>• Travel costs</li> </ul> <p>Connection charges</p> <p><b>Two stage process</b></p> <p><b>First Stage -Revision of original decision</b></p> <ul style="list-style-type: none"> <li>• Considered as part of the initial telephone application or within 2 days of the original decision at officer level</li> </ul> <p><b>Second Stage - Appeals Panel</b></p> <ul style="list-style-type: none"> <li>• Appeals Panel (Members)</li> </ul>
<b>Appeals</b>	<p><b>Crisis Loans &amp; Community Care Grants</b></p> <ul style="list-style-type: none"> <li>• Internal appeals process with further appeal rights via independent body</li> <li>• Appeals to be made in writing within 28 days of decision</li> </ul>	