

## **Appendix 7- 2017/18 Welfare Provision Scheme**

### **Examples of Support**

Examples of support that has been provided includes (real examples, names have been changed):

William (59) was a child abuse victim which resulted in permanent life altering medical conditions that resulted in very high amounts of ESA & PIP being received. Applicant was being victimised by local community who believed that he was a sexual offender as a result he never left the property or engaged with services and led a very sheltered life. Housing association performed home visit that found applicant was living without any appliances. The housing provider sourced a fridge freezer and microwave and asked WPS to provide a washing machine. We awarded a washing machine to allow independent living conditions (was unable to easily use launderette due to mobility problems, and none in local area)

Terry (60) had been using (injecting) refrigerated insulin which has caused admittance into hospital. When Terry was being discharged from hospital it was found that he had a broken fridge but was ready to be discharged. The hospital's admissions team expressed concerns about readmission if insulin was not stored correctly and the urgent need to free the hospital bed. Although WPS does not formally replace damaged or broken, goods a fridge was awarded here to aid the hospital discharge and reduced risk of readmission.

Jacky (80) was resettled via hospital from poorly maintained house into more suitable housing association bungalow. When a staff member went round to carry out some home repairs and found that applicant had no fridge or cooker as they had both stopped working. Jacky's food had long since gone off and he was still eating it. Although requested to replace broken items and aid a move between unfurnished properties, we awarded the supported resettlement a package. Award single bed and bedding pack, fridge freezer, microwave, and kitchen starter pack.

Margaret (52) applied to scheme for a fuel voucher she had significant debts and bills previously awarded a fuel voucher within last 12 months applicant was supported by mental health team and suffers severe mental health problems and stage 3 cervical cancer. We made a discretionary award of another fuel voucher due to the vulnerable nature of the applicant and to reduce risk of admission to hospital.

Kathleen (26) had rat infestation in her housing association property. She also had a mental health breakdown and attempted suicide. With support from Children's services and the housing association she was decanted to a new property. We awarded a full furniture package to Kathleen and her family (beds, white goods etc.) to ease the transition as well as a fuel voucher and assistance with further goods from Citizens Advice Bureau.