

Appendix eight - 2018/19 Welfare Provision Scheme Examples of Support

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

Case 1:

Sue was a victim of human trafficking and was resettled from supported accommodation into her own home. The Welfare Provision Scheme awarded her a single bed and bedding pack, microwave, fridge freezer, and kitchen starter pack, as well as a fuel voucher.

Case 2:

Katie suffered from Cancer which had recently spread to her lungs and she could not be discharged back to her home without new items of furniture due to the risk of readmission. Her bed was soiled through illness and a lack of working appliances in her home contributed to her hospitalisation. She was at significant risk of malnutrition, neglect and had no means to store food or cook meals. Supporting evidence was supplied that allowed the award of a washing machine. Katie was awarded a single bed and bedding pack, fridge freezer, microwave, washing machine, and kitchen starter pack. These were replacement items with the exception of the washing machine.

Case 3:

An application was received from Manchester City's Independent Domestic Violence Advocate team. The perpetrator was in custody but was due to be released a few days after the application and Martha could be in danger at her current address in Manchester. Although Welfare Provision Scheme does not award specifically for travel costs, a discretionary award was given to help Martha flee to a Domestic Violence refuge in Preston.

Case 4:

A couple had recently moved from being homeless into supported accommodation. One partner in the couple had severe mental health conditions but was not receiving any additional benefits other than standard Universal Credit payment. Her condition had been exacerbated by her homelessness situation and by the stay in the hotel accommodation.

The couple applied for cash and fuel vouchers, and additional appliances for their move into furnished accommodation. Although their application for a fuel voucher was outside of the formal criteria, supporting evidence found on Social Care systems and the DHP claim, indicated that they would likely qualify for a medical-based benefit. Support was also given to create a referral to a third sector organisation to make assessment for washing machine.

Case 5:

Paul was resettled out of supported accommodation provided by Manchester City Council into an address in Tameside. This was initially declined as the resettlement address was outside of Manchester and the applicant was signposted to Tameside's equivalent scheme. Tameside declined to support the applicant and a reconsideration of their application to Manchester's scheme was submitted. The

case was discussed between senior managers in homelessness and benefits and a discretionary decision was made to award the support package. Paul received a single bed and bedding package, fridge freezer and a kitchen starter pack.

Case 6:

Fred was pensioner and vulnerable and was resettled by the police and Northwards housing due to Cuckooing (increasingly popular crime in the North West). Fred had his house taken over by drug dealers who used it as base of operations to sell and distribute drugs. Fred was found in some distress by a housing officer in a local precinct and the police and Northwards assisted the Fred flee the property and resettle.

Fred was awarded a single bed and bedding package, fridge freezer and kitchen starter pack. Due to ongoing police involvement and fears for his safety Fred still has a high level of police assistance and without this award Fred would have gone into expensive witness protection.

Case 7:

Marlene was being rehoused from a mental health hospital following 12 months in the establishment due to significant mental health needs. Whilst in hospital Marlene had been financially abused and all of her saving stolen by a family member. Marlene was awarded a single bed and bedding package, microwave, fridge freezer, kitchen starter pack, cash voucher and fuel voucher to ease the transition from hospital into independent living.

NHS mental health staff are offering ongoing support to increase the chance that living independently is successful. Mental health staff commented with this one that without this support long term patients in hospital would not be able to be released without moving into more expensive fully furnished properties which are not readily available.