



North Yorkshire
County Council

North Yorkshire Local Assistance Fund

Stakeholder Workshop
25th October 2017



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Welcome

Neil Irving

Assistant Director

Policy and Partnerships, NYCC



Workshop sessions

- Update on the Fund and changes implemented over the last year.
 - Update from Connect Assist.
 - Group discussion – discuss experiences of the scheme in the past 12 months and any issues to be addressed.
 - Proposed impact study.
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Session One

Fund overview

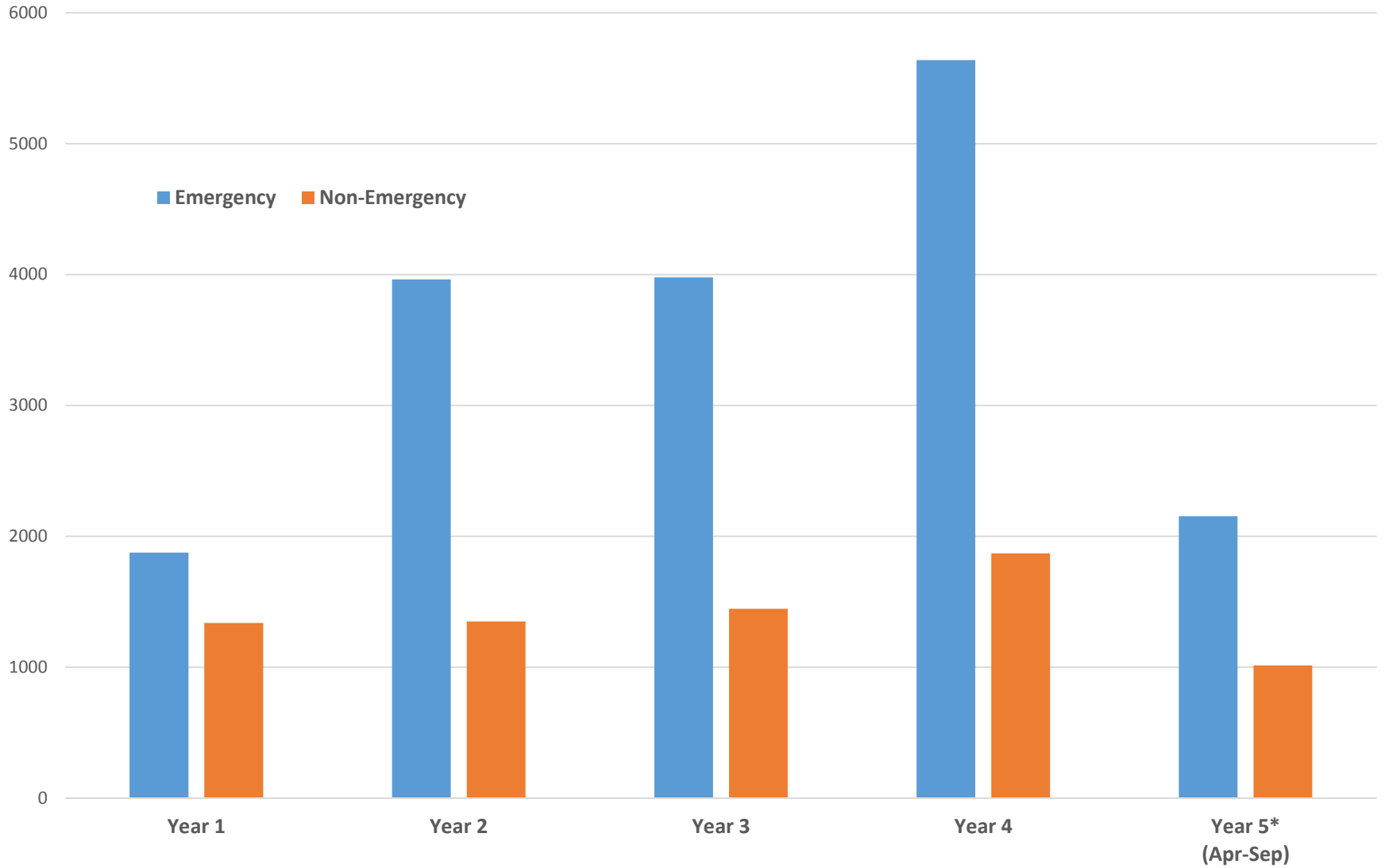
Mark Taylor
Policy and Partnerships, NYCC



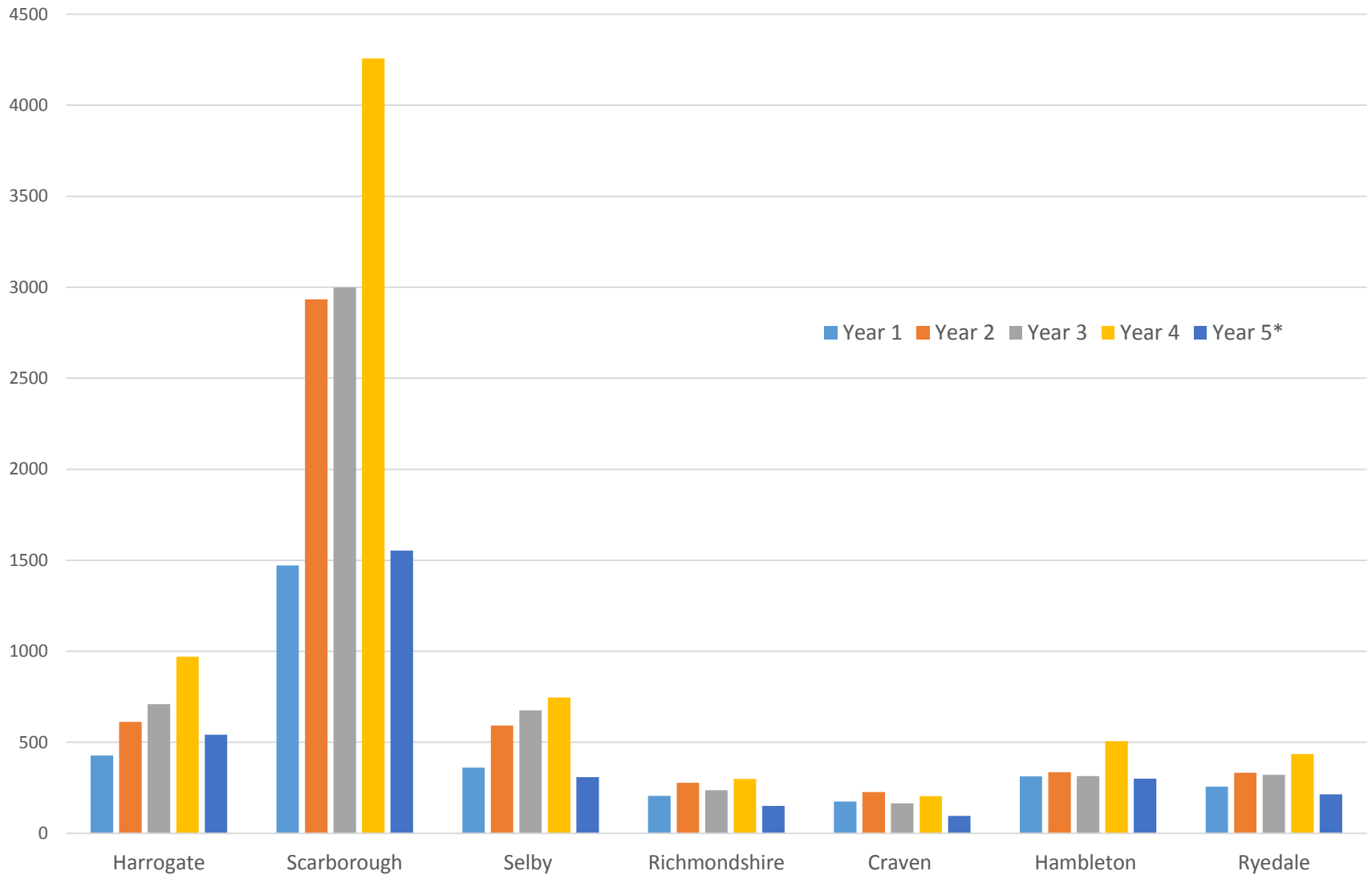
Developments over the past 12 months

- More information made available – vulnerability criteria.
 - Expression of interest form to become an Authorised Agent.
 - Re-launched the online forms.
 - A range of national reports on issues such as Universal Credit, food bank usage and Local Welfare Provision.
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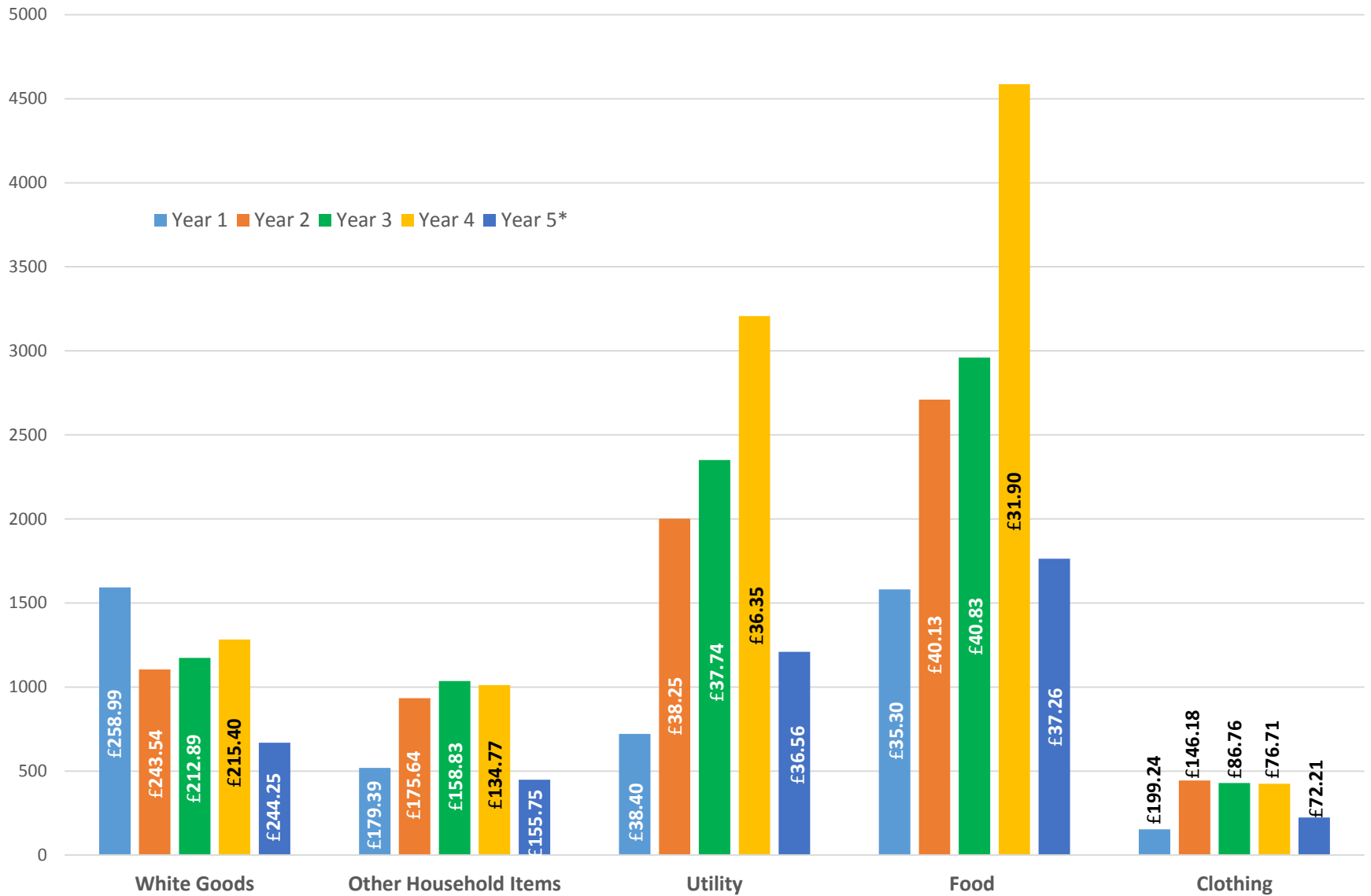
Applications Received



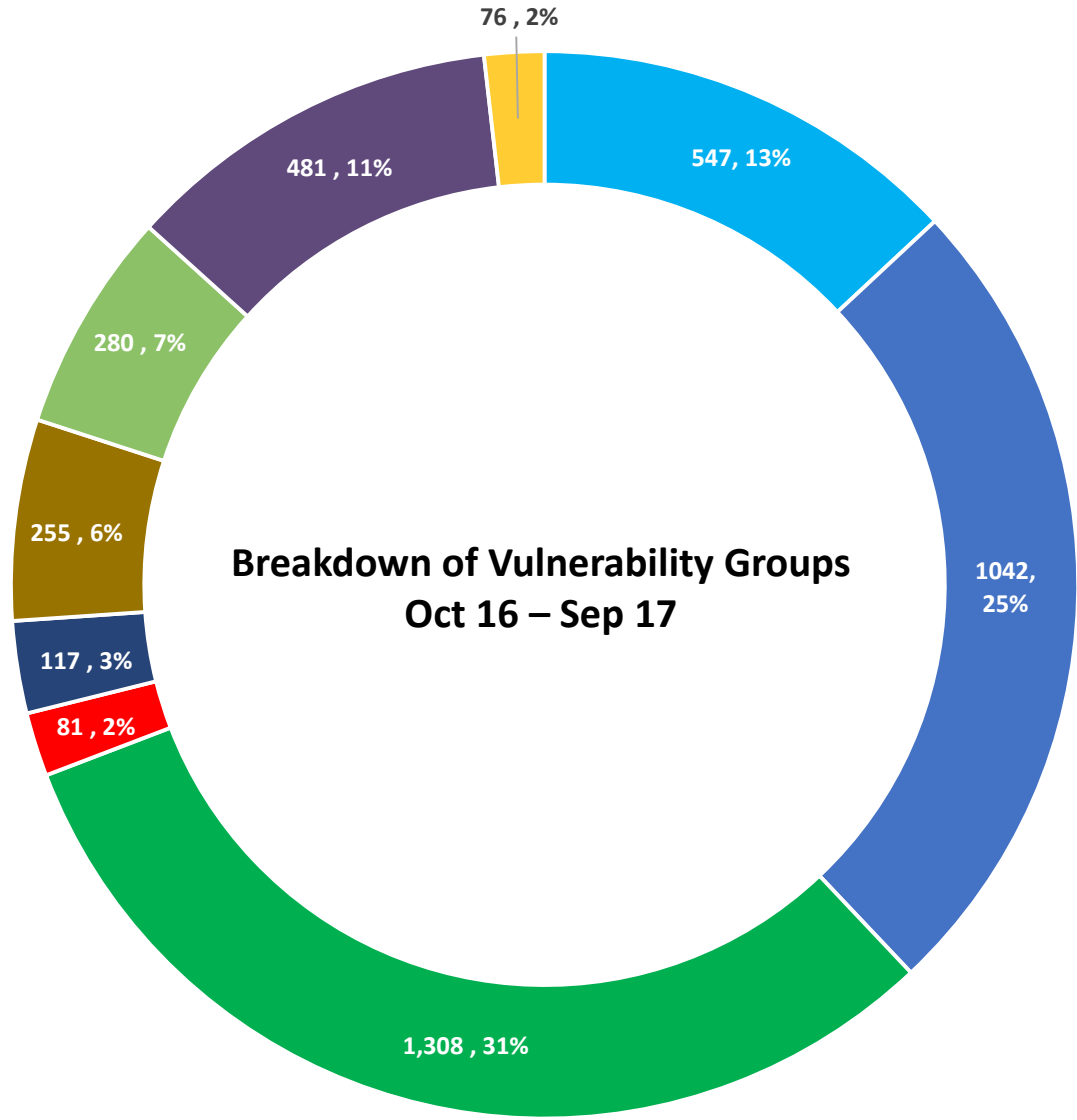
Applications Received by District

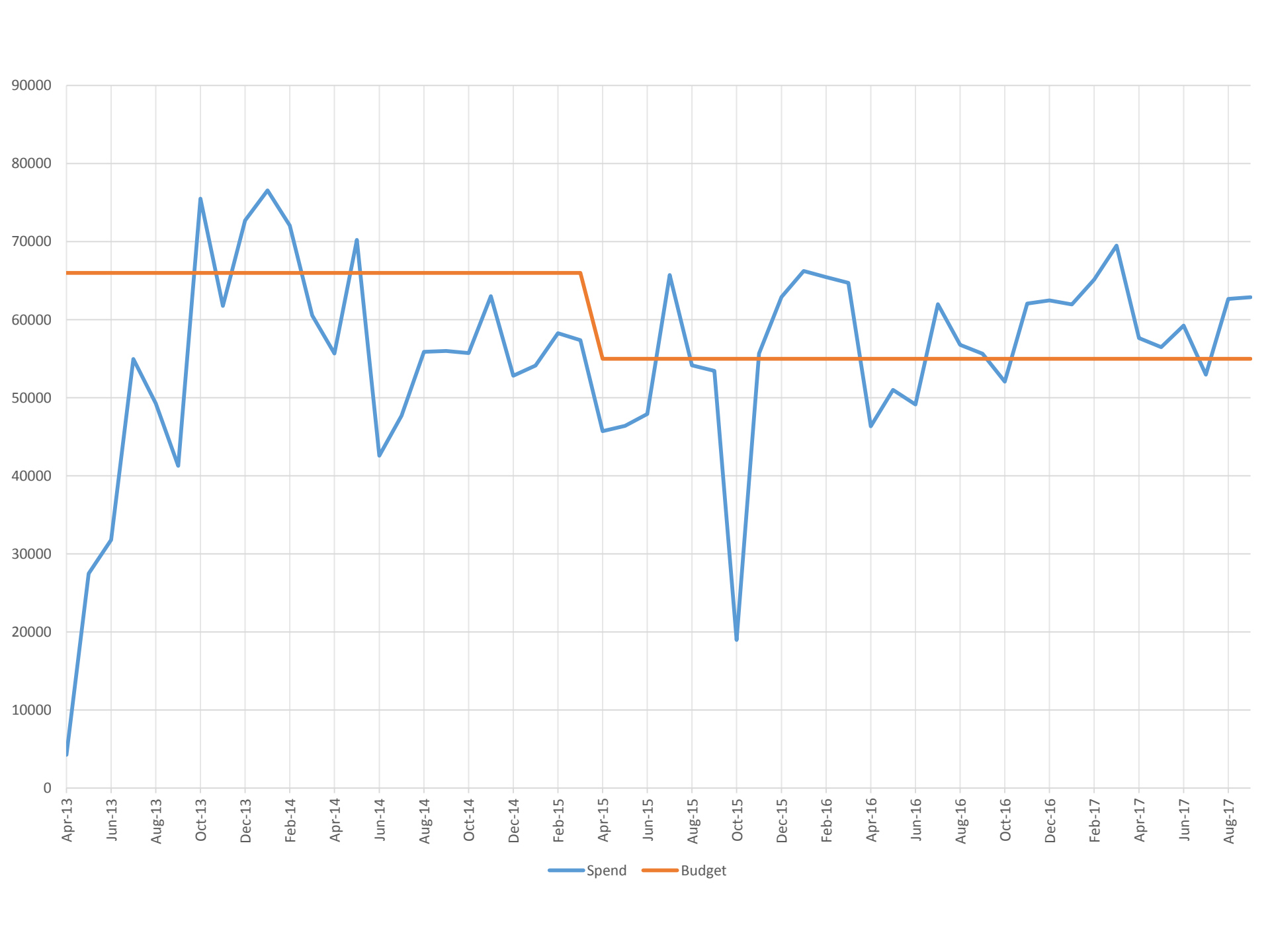


Items Awarded

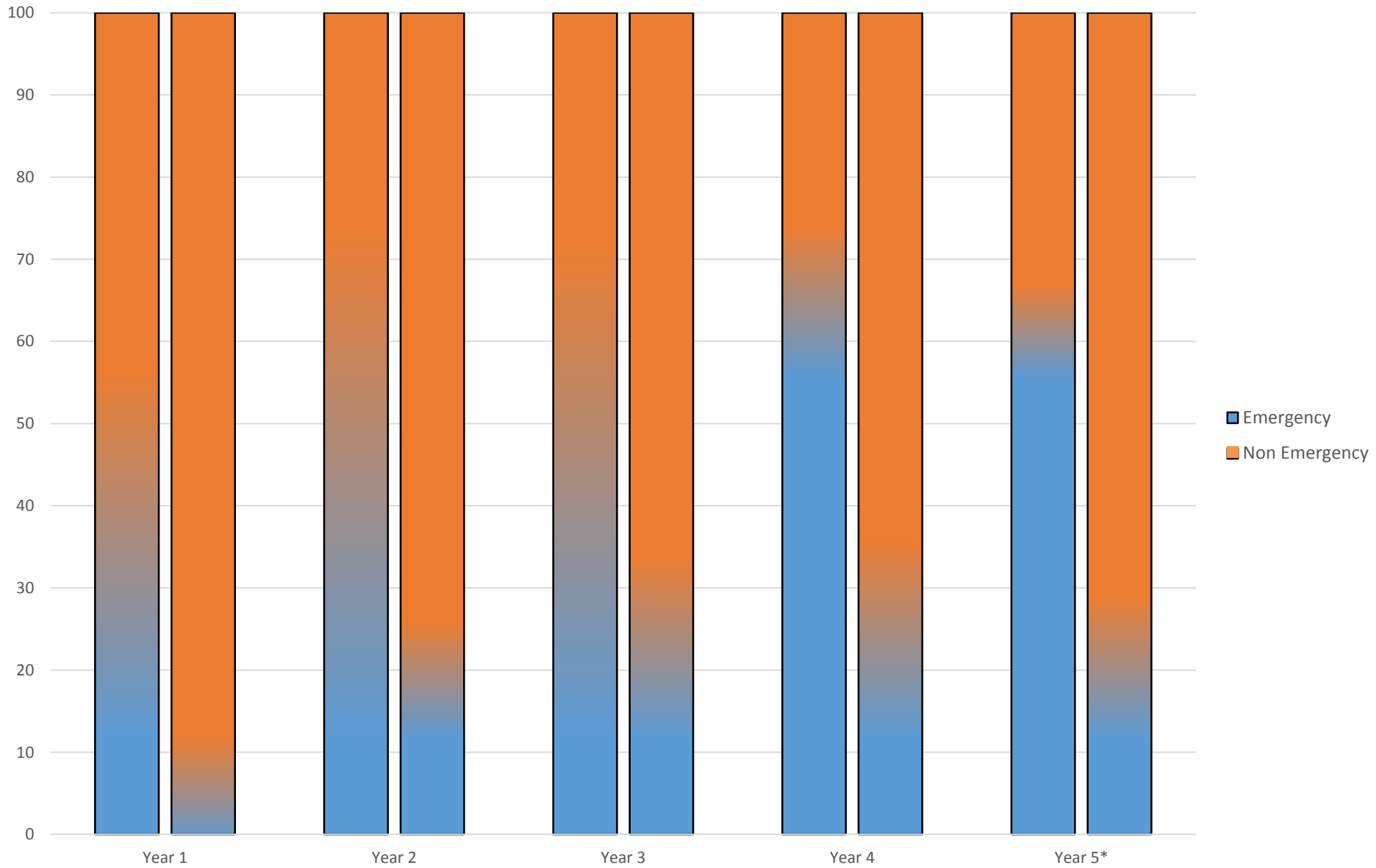


- Homeless
- Family Under Exceptional Pressure
- Mental Health Issues
- Learning Disability
- Recently Released from Prison
- Drug/Alcohol Dependency
- Domestic Abuse
- Physical Disability
- Applicant is a Carer





Proportion of Applications / Proportion of Spend





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Connect Assist

Rusty Livock
Deputy Chief Executive



Your fund administrators

Chloe Graham

Katie Gibbs

Made 6287 awards in the past 12 months.

Of those:

4417 Emergency

1870 Non emergency.

Year of growth in demand

Emergencies

Approved = 4417

Rejected = 441

Non-Emergencies

Approved = 1870

Rejected = 176

- 99 % of emergencies processed within 3 day SLA.
- Average fulfilment on non emergencies 4 days against a 10 day SLA.

Changes we did make

- Changed voucher supplier to improve availability.
- Changed furniture supplier to improve delivery satisfaction .
- Implemented revised application form from July.

Observations

- Impact of benefit system on emergency applications.
- Some applicants expecting to make an annual submission.
- Applications now exceeding monthly available budget.

Continuing effective communication

We are appreciative of;

- NYCC contact centre and the network of Agents.
- We are happy that again there have been no challenges to award decisions.
- The fund has begun to see demand outstripping availability.



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Group Discussion



1. Do you have any feedback about the service? You may wish to think about referrals, signposting, awards, the application process, and contact with NYCC's Customer Service Centre or the Fund's Administrator Connect Assist.
 2. In 2016/17 the Fund received the highest number of applications to date. While the Fund would like to support as many vulnerable individuals and families as possible, we are aware that increasing demand puts pressure on authorised agents, Connect Assist and the Fund's limited budget. Can anything be done to better manage demand, given fixed budget?
 3. Is there anything that you think we could do to improve the process for you and your customers going forward?
 4. Is there anything else you wanted to raise; any other issues or comments about either the future of the NYLAF or the service in the past 12 months?
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NYLAF Impact Study

Neil Irving



- We would like to understand the impact of the Fund on both applicants and partners, this will help:
 - To identify areas of good practice, improvement, and change.
 - Evidence impact and difference made.
 - Evidence the role and value of the supporting agencies.
 - Highlighted as good practice in recent national reports – NAO, CfRC.
 - We receive lots of feedback (direct and indirect), and collect data, but not a comprehensive formal assessment.
 - We would like your views on the scope, format and questions.
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Questions

- Draft questions – on the tables.
 - Partners – two themes, experience of being an Authorised Agent, and more general questions about what impact there would be if the NYLAF stopped.
 - Applicants – not strict questions but discussion areas taking a holistic view of the process from pre-application to post-award.
 - Have we covered everything? Is there anything you want to change? Is there any information you would like to find out?
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Questions

(Originally circulated at the workshop)



Impact Study
Questions



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Feedback





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Thank you for coming

Contact: nylaf@northyorks.gov.uk

Public site: www.northyorks.gov.uk/nylaf

Agency site: www.nypartnerships.org.uk/nylaf
