



# North Yorkshire Local Assistance Fund

## Update Bulletin for Agencies

### August 2017



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## Items Awarded by the Fund (by Vulnerability Group)

As part of the ongoing monitoring of demand, the Governance Group has recently taken an in-depth look at items awarded by the Local Assistance Fund (LAF) to each vulnerable group.

Understanding and being aware of the demand for items, as well as the demand for particular items among the vulnerable groups of the LAF, is critical to begin to understand the impact of item removal; or changes to the level / number of items that can be applied for, and the effects that such changes might have on the vulnerable groups.

The breakdown of items by each vulnerable group are available at the **end** of this document.

Some notes about the data:

- The item data of non-emergency awards (all items except for food and utility) spanning 18 months from the period 1 October 2015 – 31 March 2017 has been used in this research.
- This equates to 2,441 applications and an even larger number of awards and items.
- An application can contain up to 3 awards before 1 July 2016, and 2 awards from 1 July 2016.
- An award can be made up of multiple items – any item relating to beds and bedding and clothing within an application count as one award respectively. For example an application for: one single bed and bedding, one bunk bed and bedding and a washing machine is one application for two awards containing three items.

## Remaining Vigilant

An Authorised Agent has made us aware of a small number of vexatious individuals that they believe were not in genuine need or were attempting to receive more awards than their entitlement.

Future applications from these individuals will be subject to audit and they are being proactively monitored in the event of any fraudulent activity.

We would like to thank Authorised Agents for their vigilance in helping to ensure that only applicants in genuine need apply to the LAF. We understand that there will be times when Authorised Agents have to take information from applicants on face value. We advise that if you ever have reason to doubt the information that you are being provided or if anything raises a suspicion then simply do not submit a LAF application for that household until the applicant can provide further evidence of their circumstances (beyond proof of age, residency and financial circumstances) or until the applicant is more well known to your service.

You should report any fraudulent activity to [nylaf@northyorks.gov.uk](mailto:nylaf@northyorks.gov.uk)

## Application Form Update

From the 1<sup>st</sup> July some essential updates were made to both the standard and emergency application forms. This has enabled the Fund to capture some new information as well as improve the accuracy of existing data sets. In addition some questions were removed.

We are currently exploring with developers the possibility of including items awarded in historic applications when using the search tool. This is a frequently requested change which will offer more information to Authorised Agents at the start of the application process to help determine what entitlement an applicant has remaining.

## Applicant's Contact Information

Please may we remind Authorised Agents that a contact telephone number is included for applicants on the application forms, where it has been selected that communication about the award should be with the applicant. This is because suppliers need to contact applicants to arrange suitable delivery times for items. Not providing this information can create delays or issues while the problem is resolved.

## Save the Date – Stakeholder Workshop (26<sup>th</sup> October)

Now in its fourth year the annual Stakeholder Workshop provides an excellent opportunity to provide some key information and data, as well as for NYCC and Connect Assist to hear feedback and invite suggestions from Authorised Agents about the Fund.

The date for the Workshop is **Wednesday 26<sup>th</sup> October** and it will take place in the morning at County Hall, Northallerton. An invitation to attend will be circulated closer to the time.

For the first time the LAF would like to survey applicants directly about their experiences of the Fund and the difference an award has made. Discussion at the Workshop this year will focus on how best to engage with applicants and what questions should be asked.

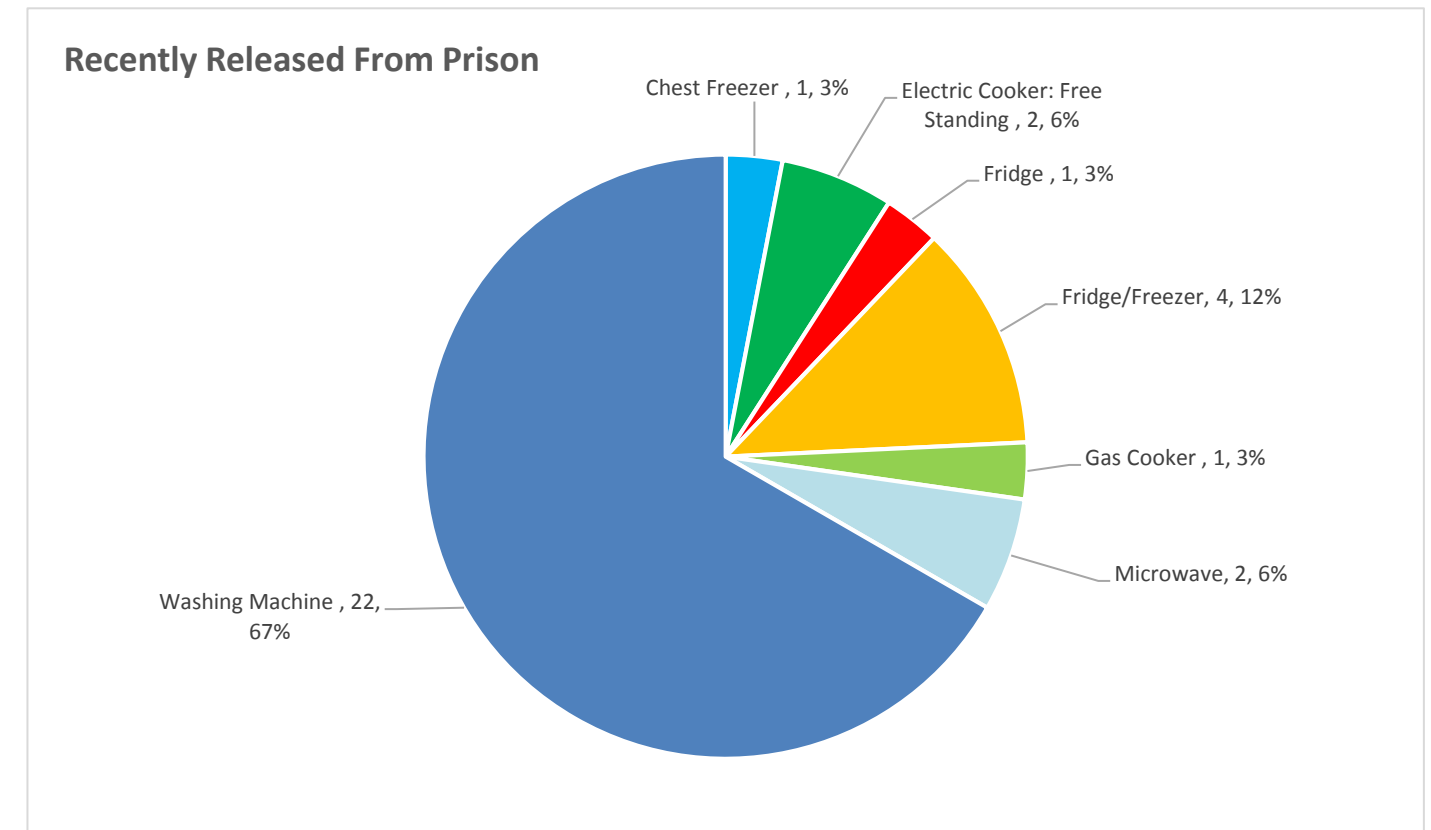
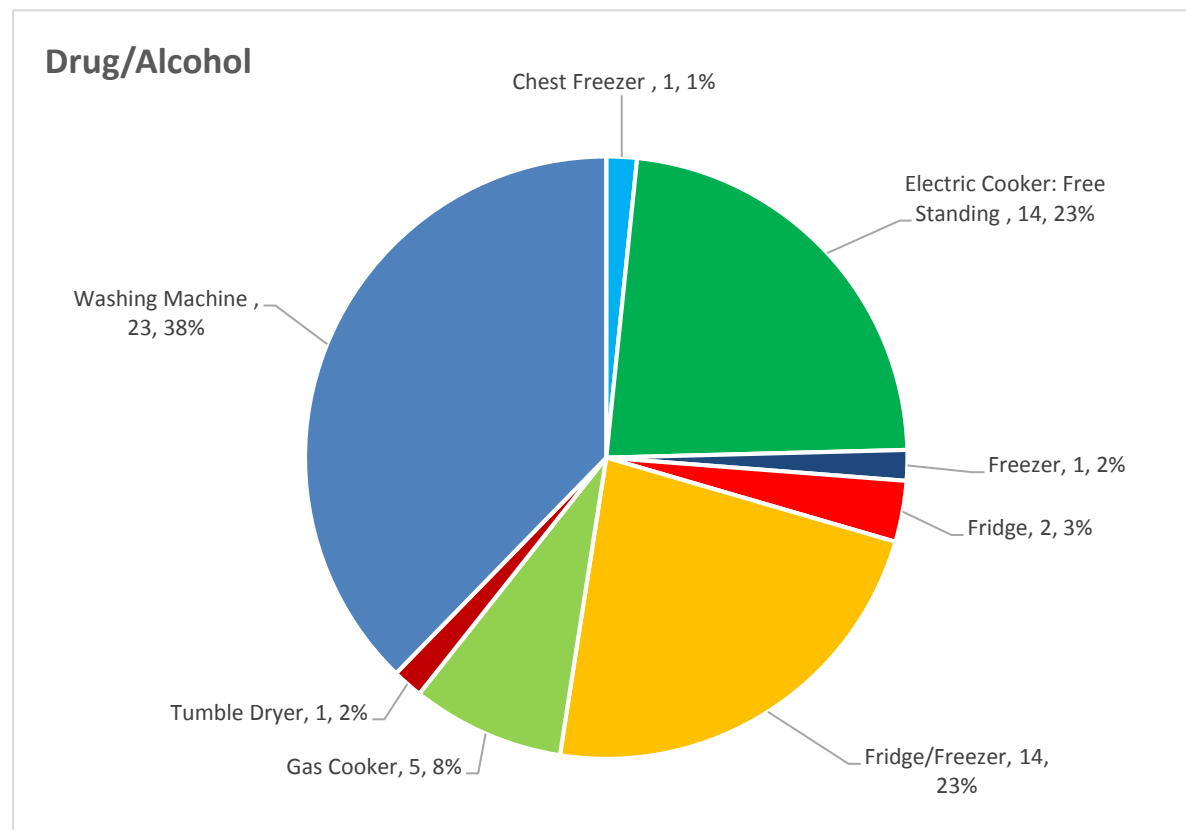
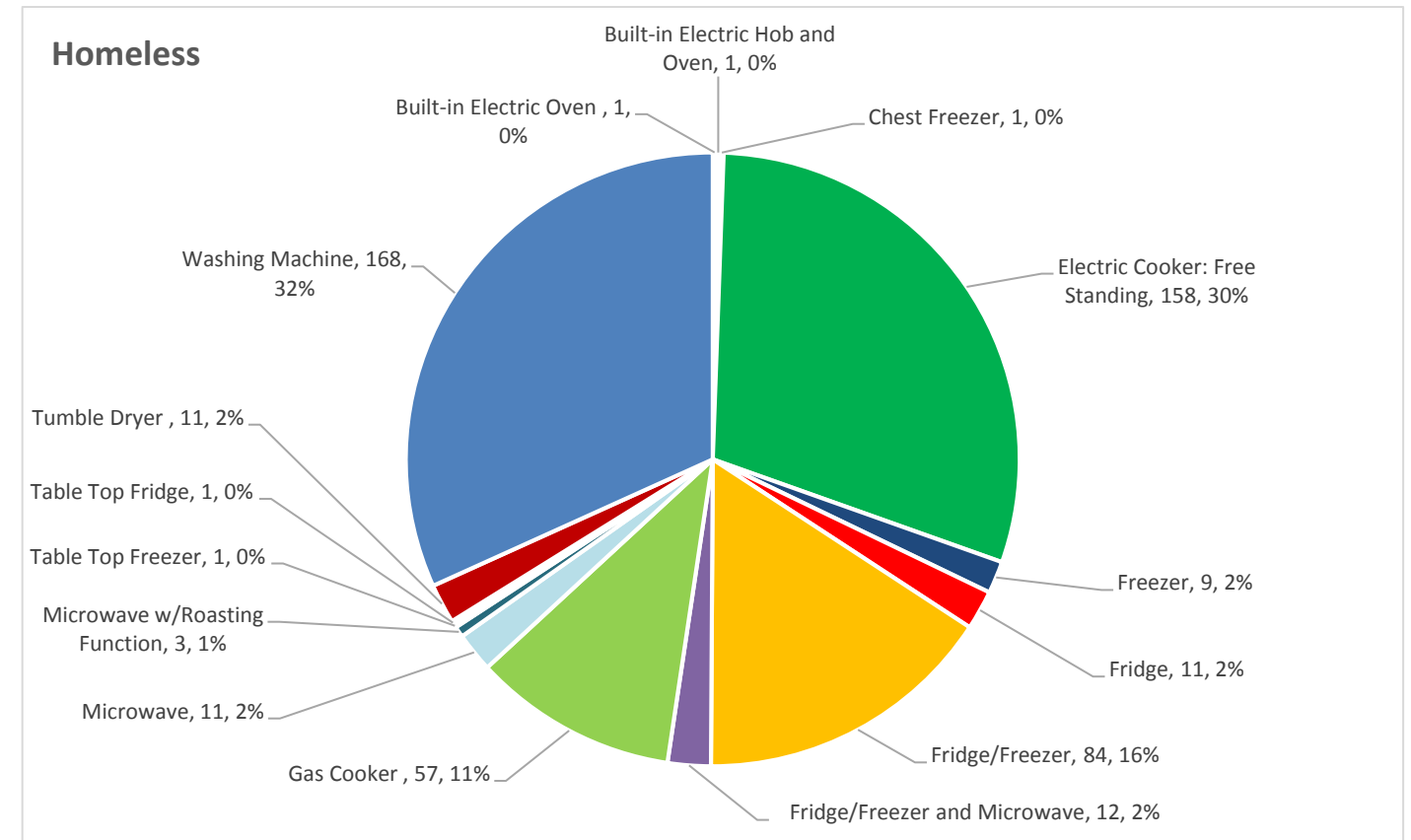
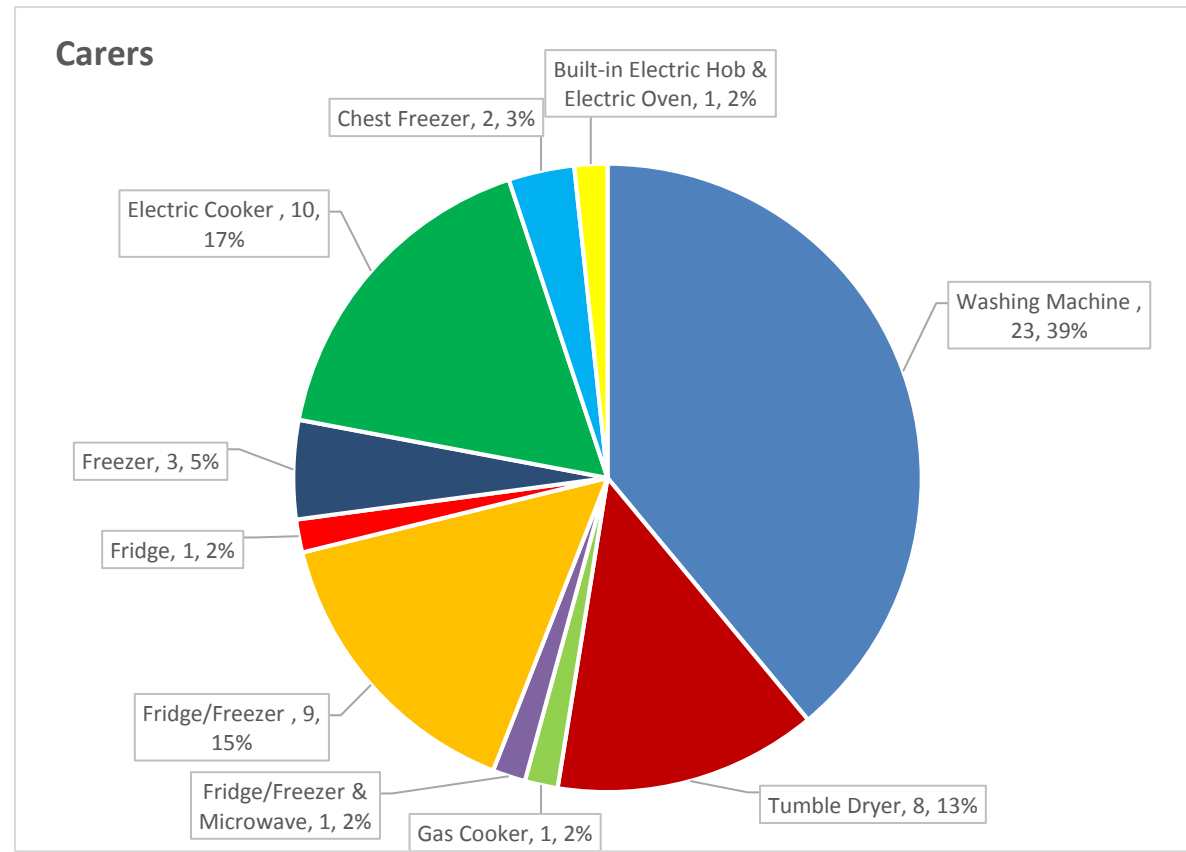
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Enquiries: [nylaf@northyorks.gov.uk](mailto:nylaf@northyorks.gov.uk)

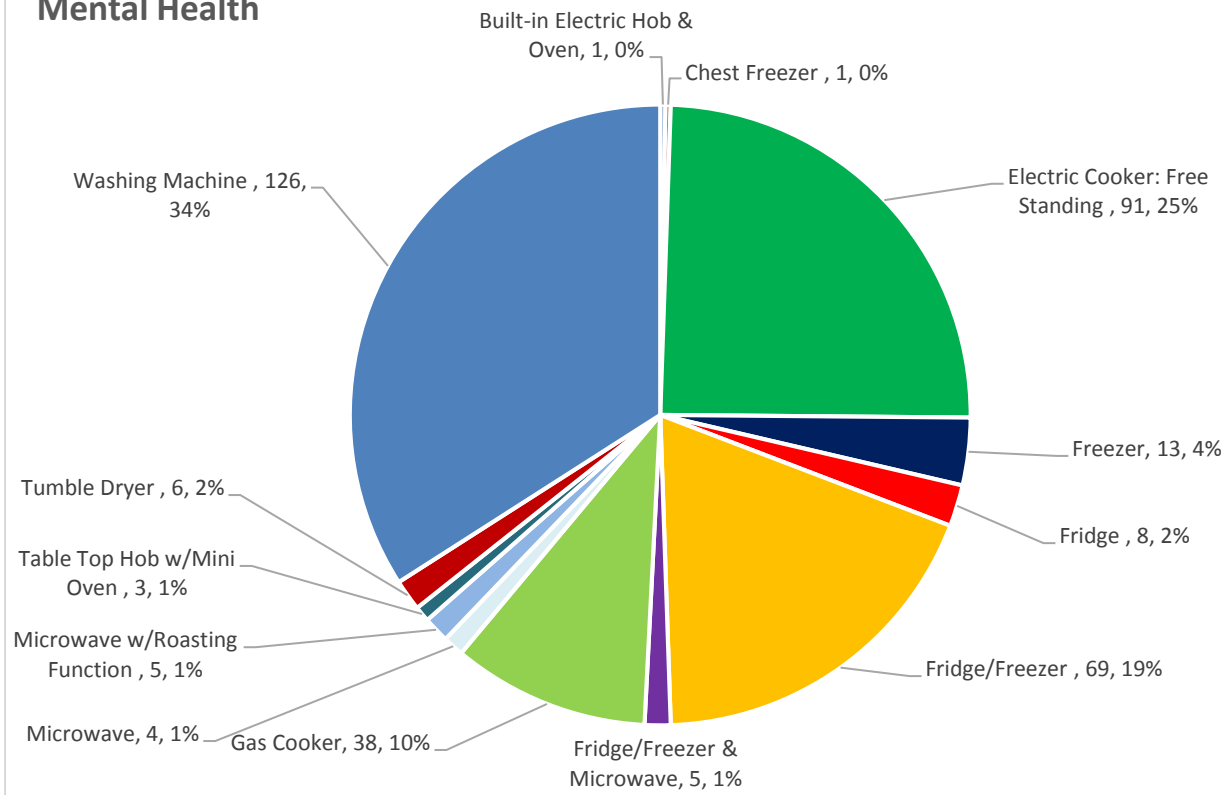
Public information: [www.northyorks.gov.uk/nylaf](http://www.northyorks.gov.uk/nylaf)

Partner updates: [www.nypartnerships.org.uk/nylaf](http://www.nypartnerships.org.uk/nylaf)

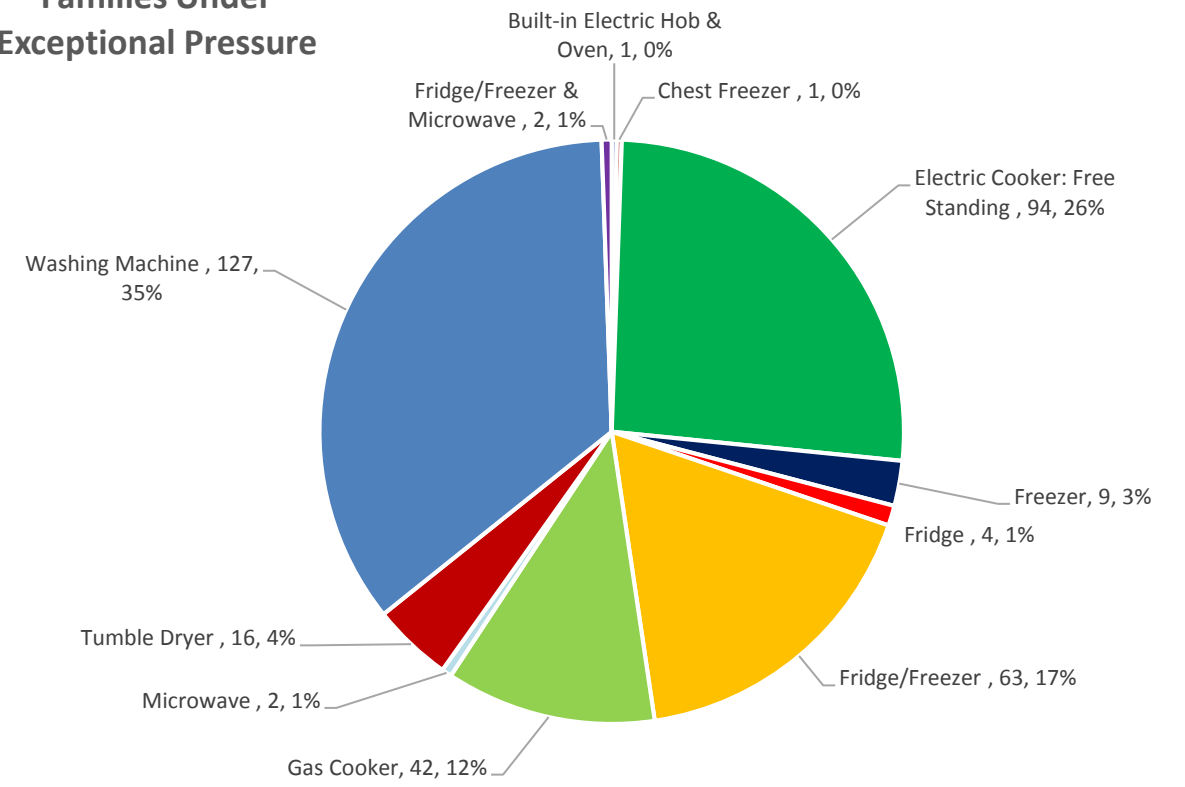
## White Goods Breakdown



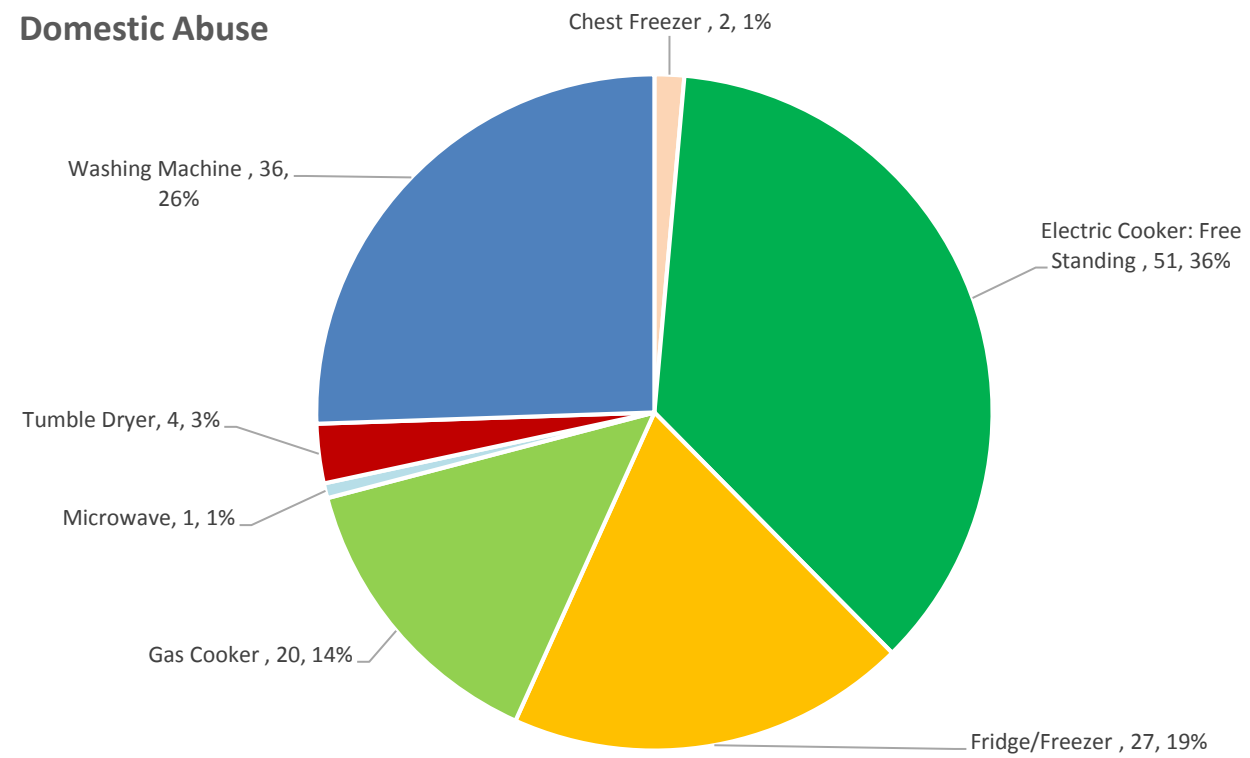
### Mental Health



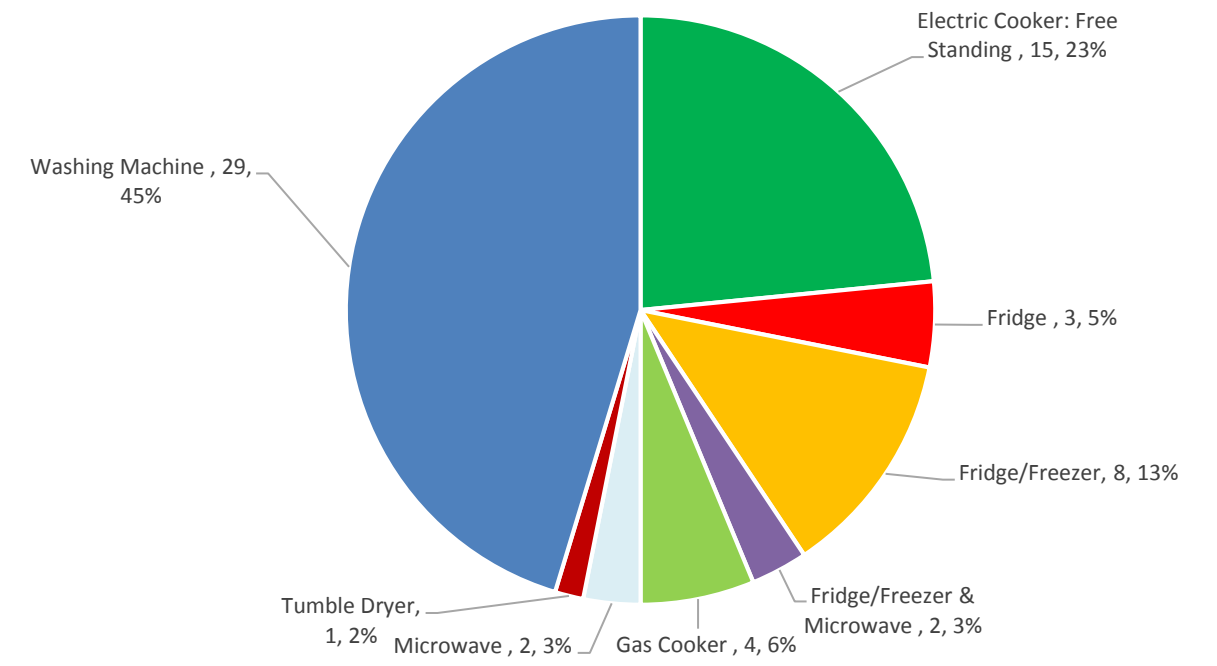
### Families Under Exceptional Pressure



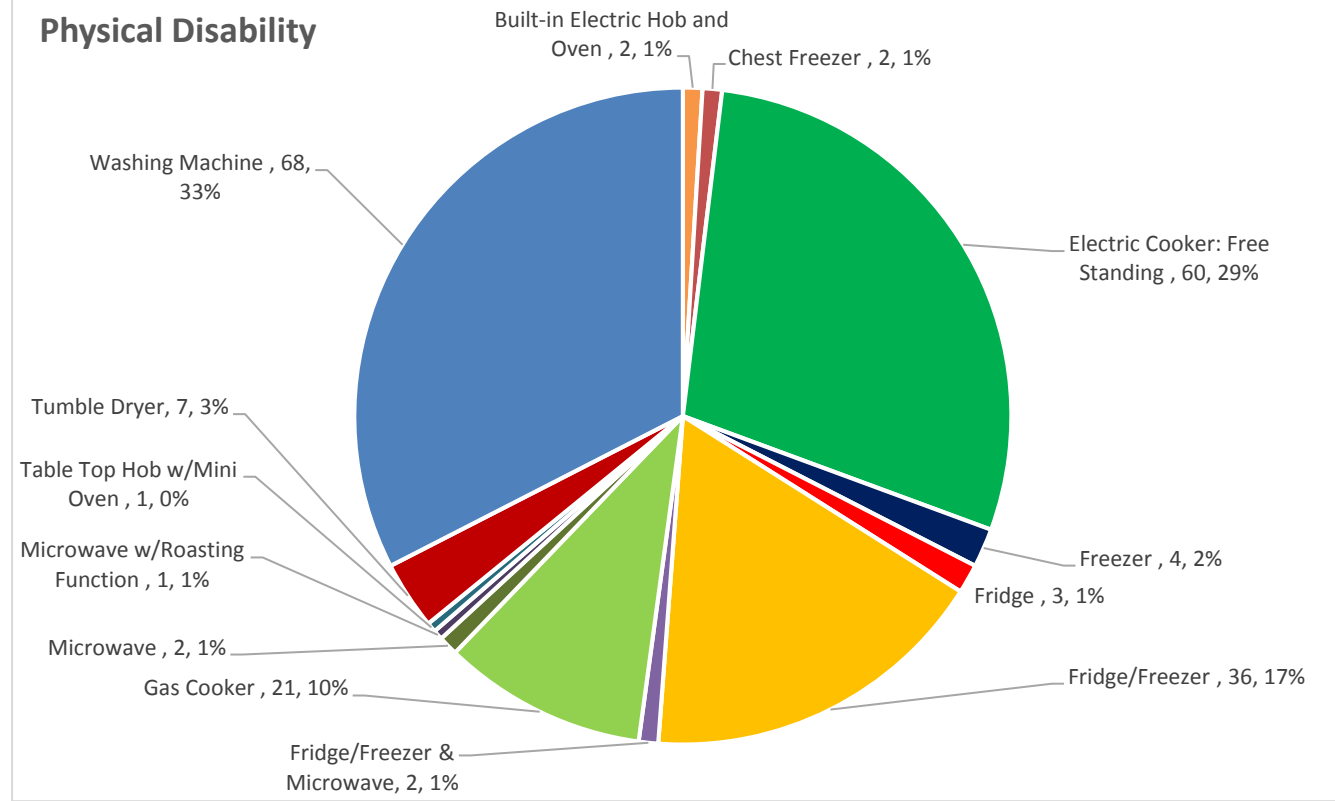
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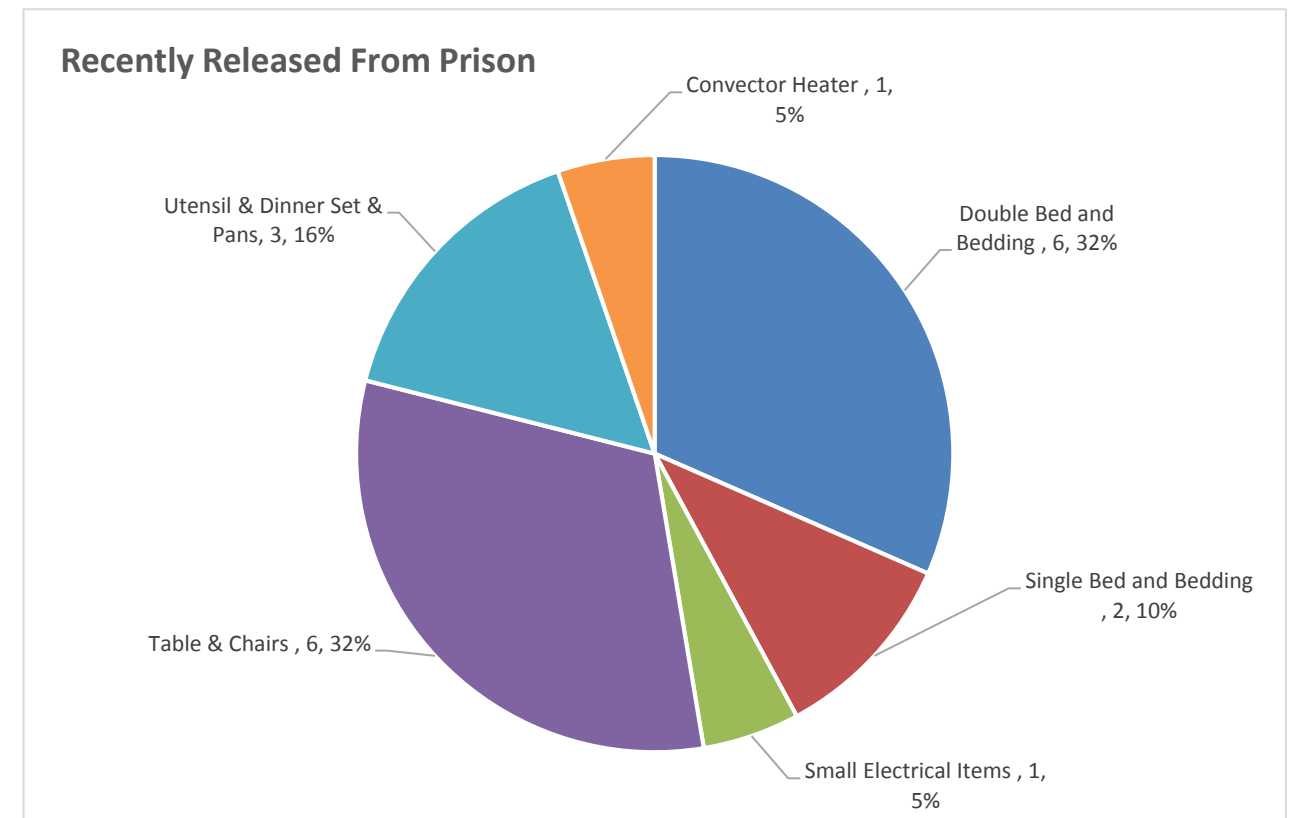
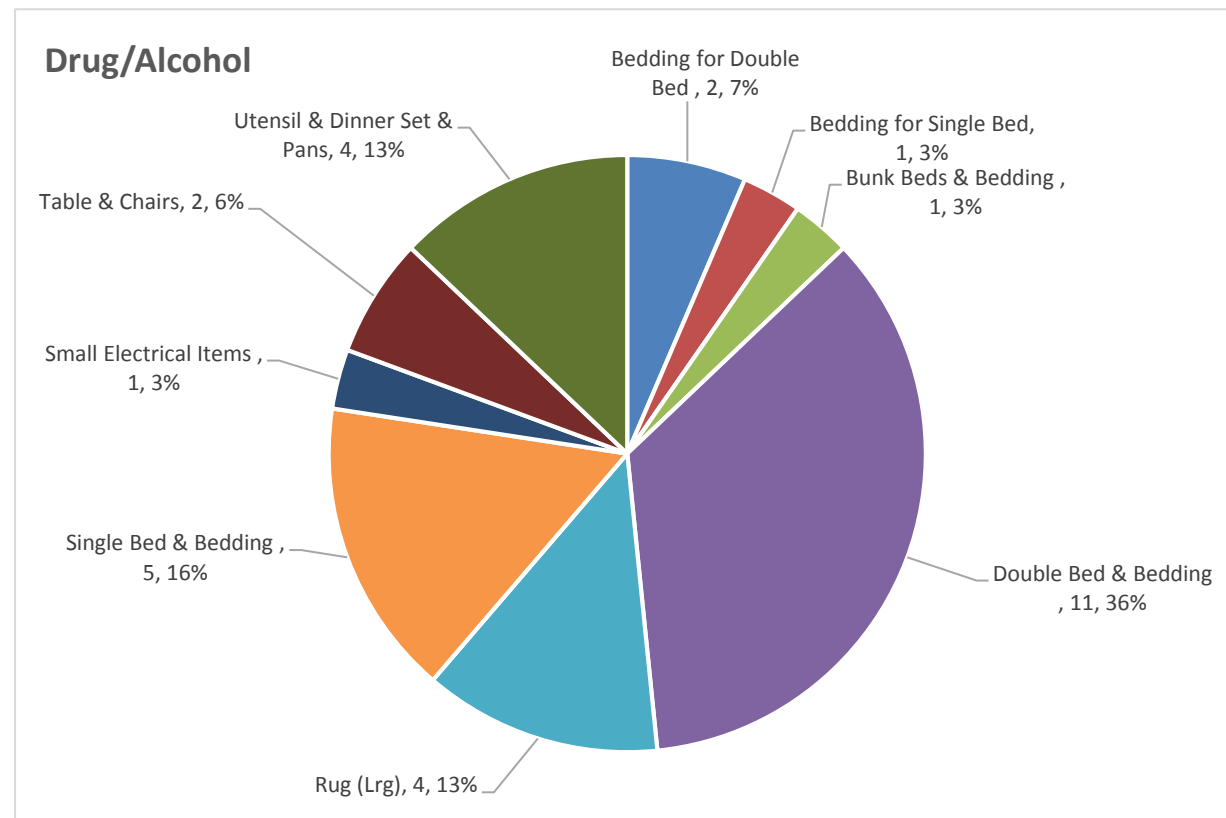
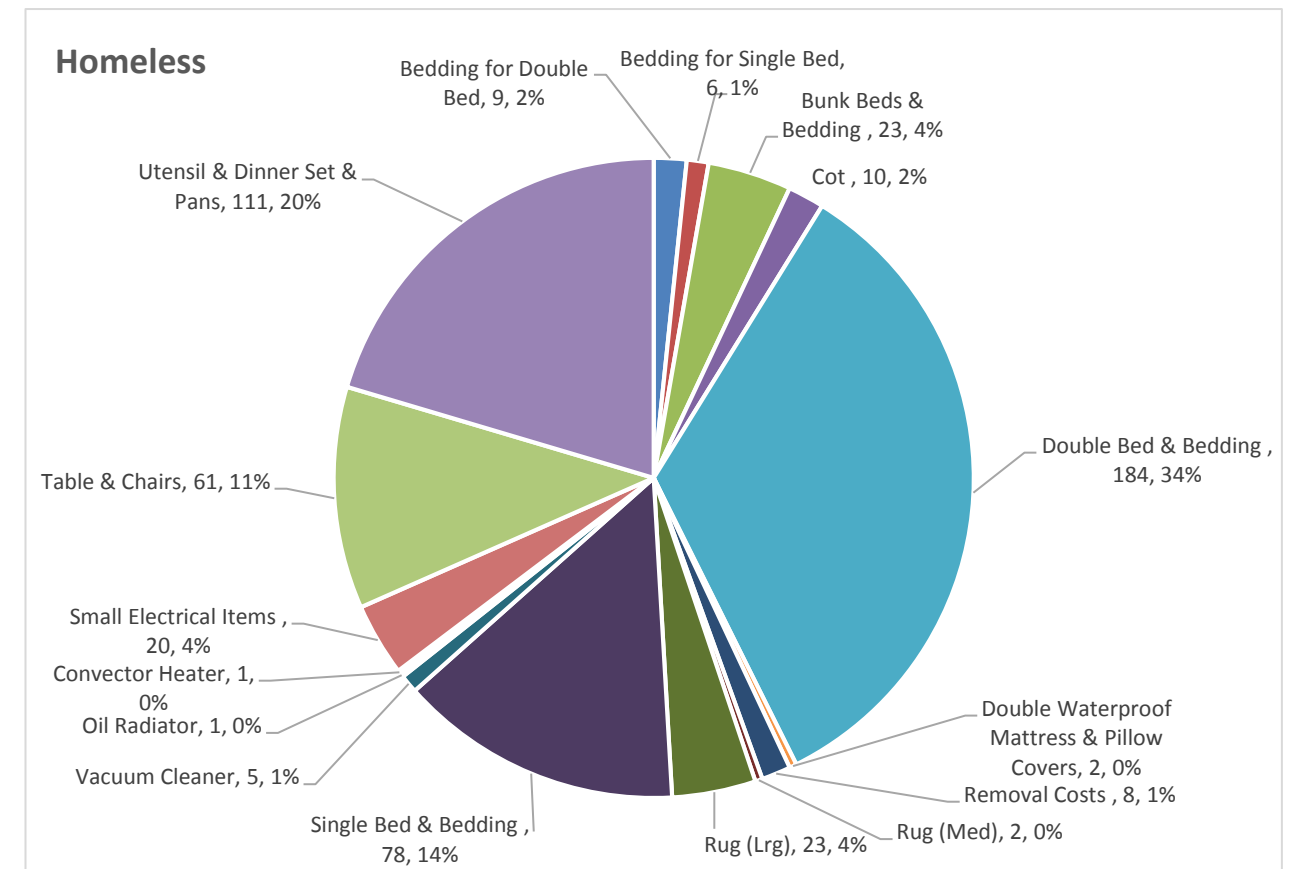
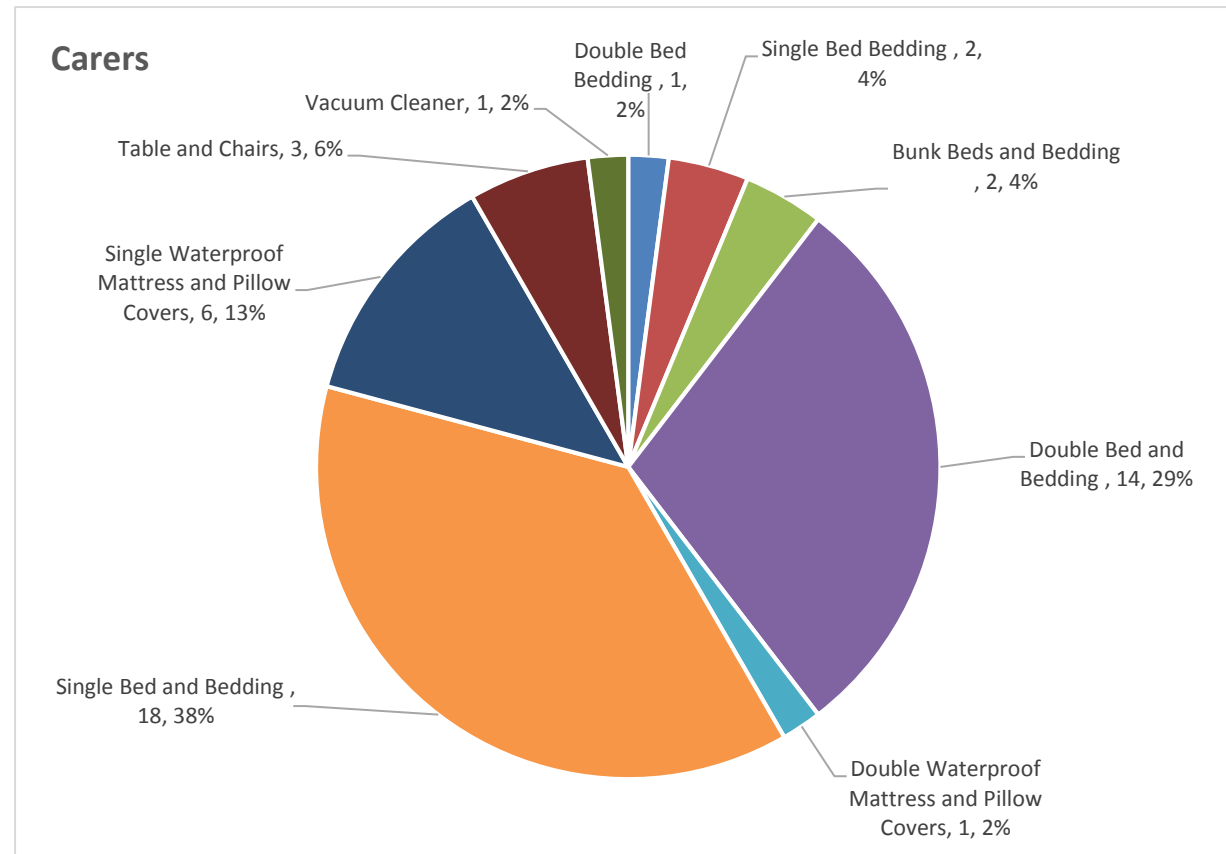
### Learning Disability



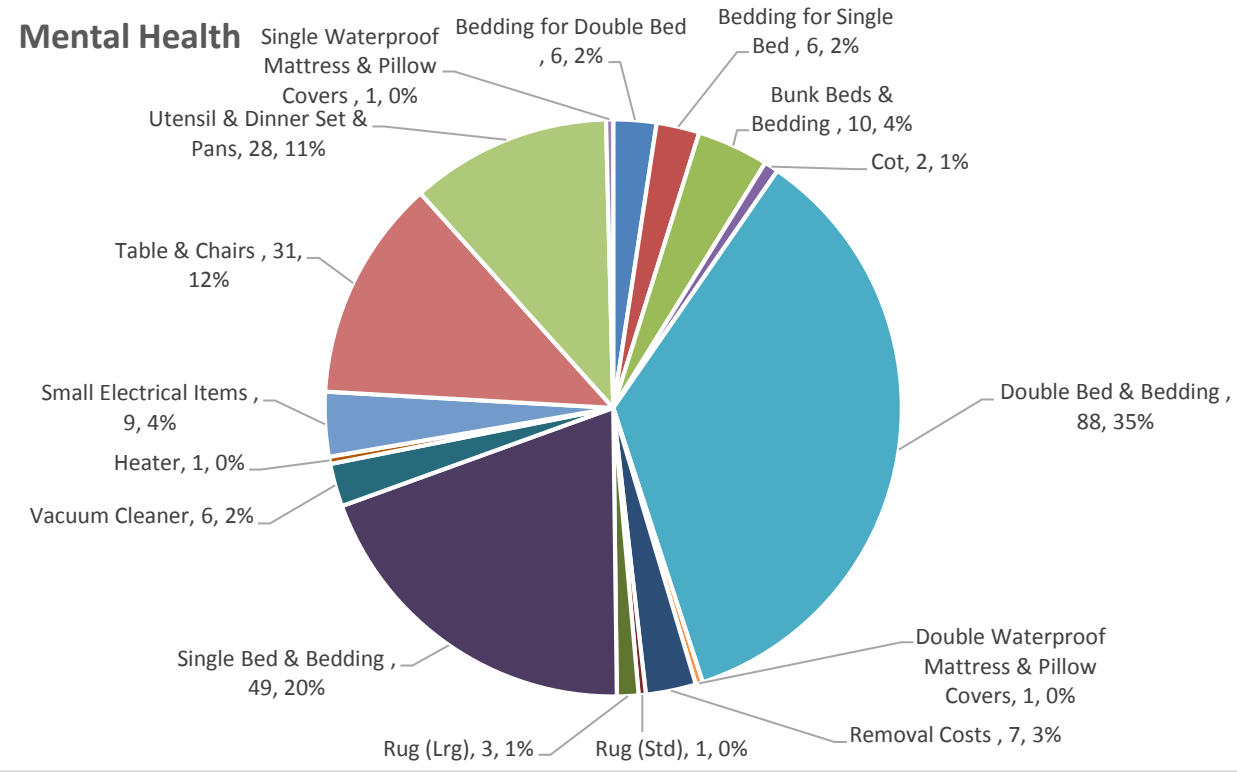
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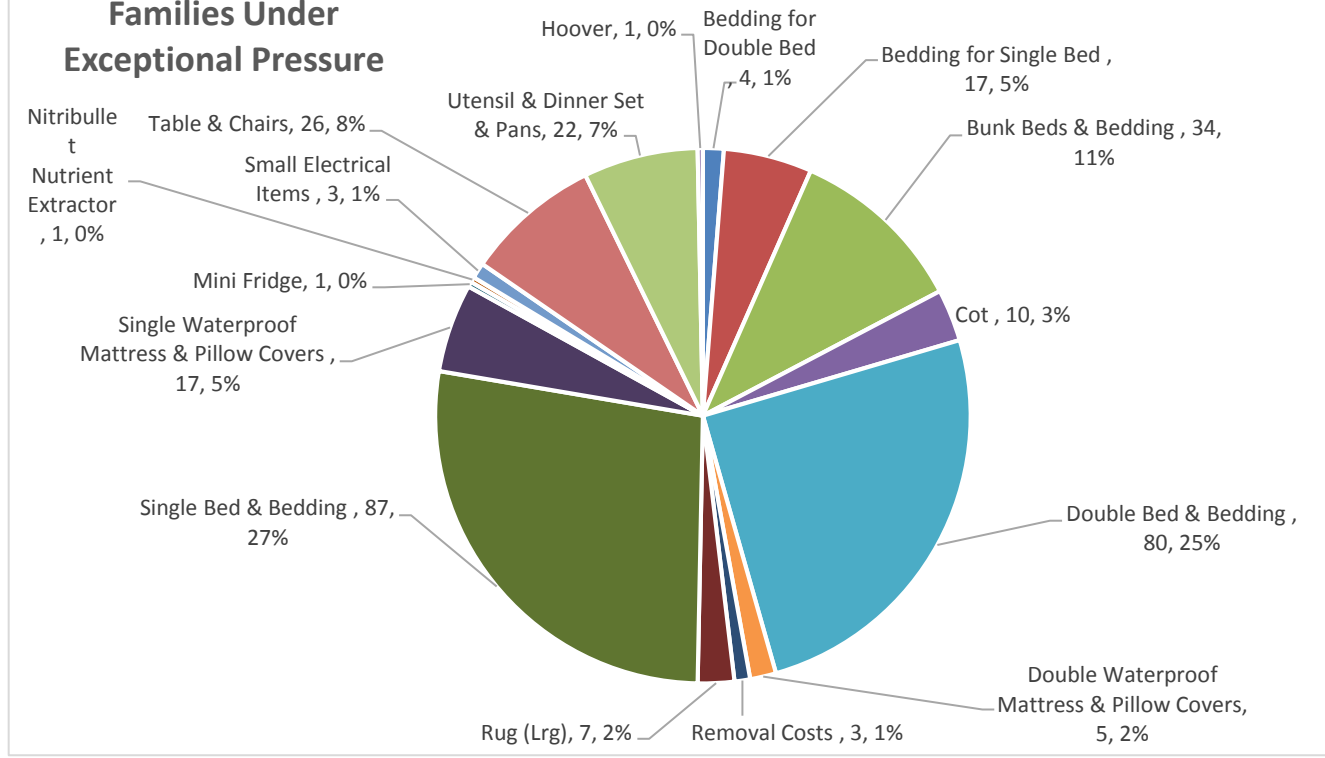
## Household Items Breakdown



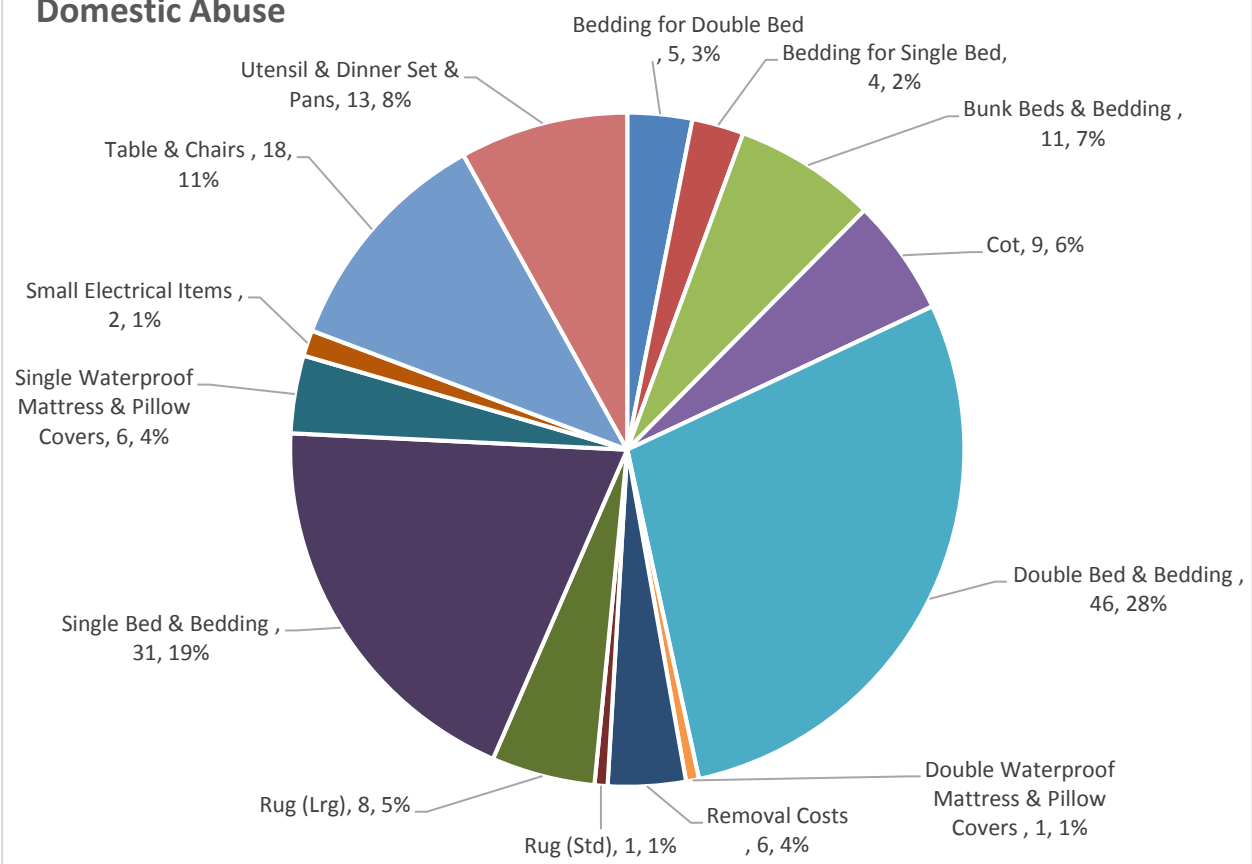
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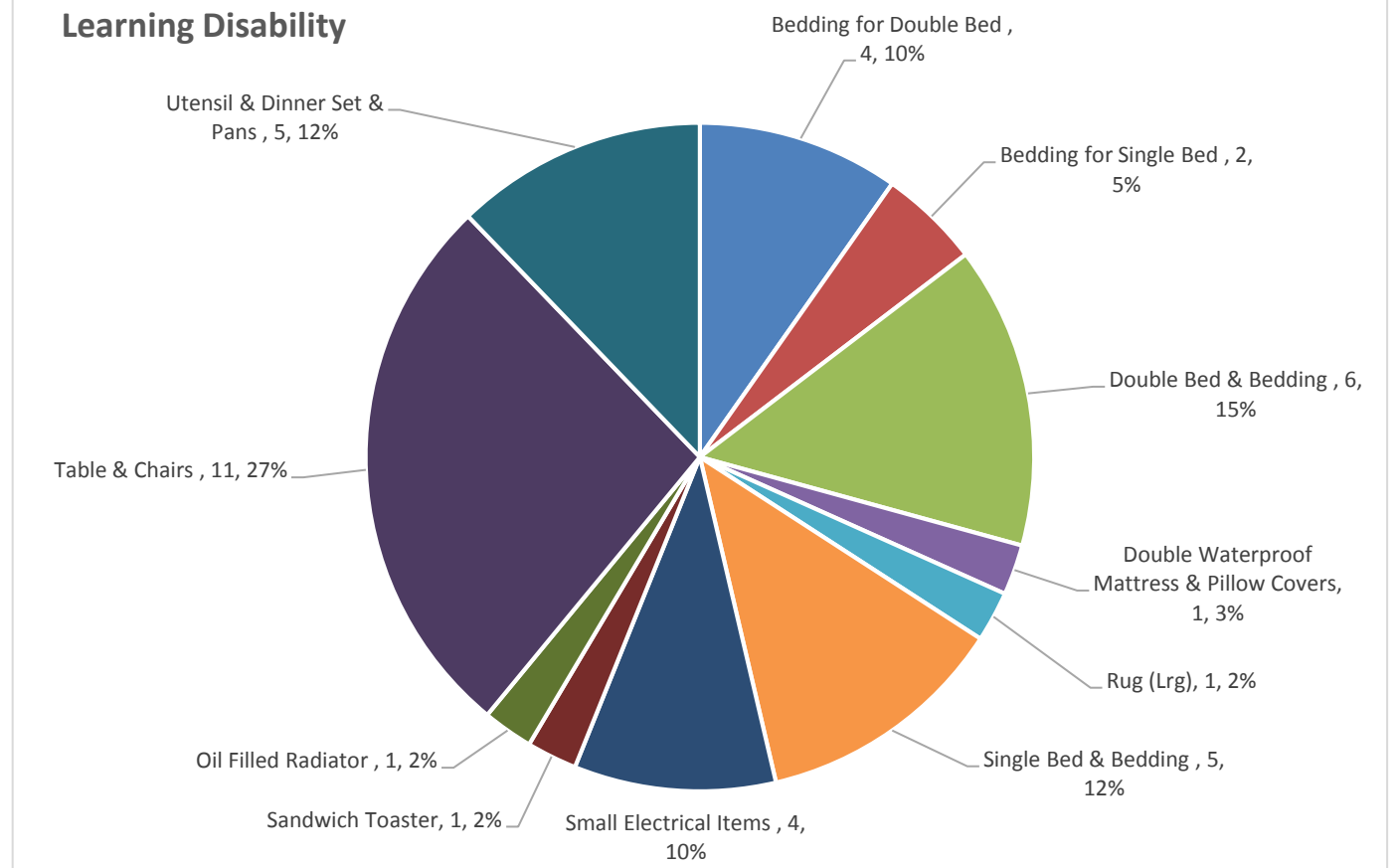
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### Domestic Abuse



### Learning Disability





### Physical Disability

