



**North Yorkshire**  
County Council

# **North Yorkshire Local Assistance Fund**

Stakeholder Workshop  
8<sup>th</sup> November 2016

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County Council

# Welcome

Neil Irving

Assistant Director

Policy and Partnerships, NYCC

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# Aims of the sessions

- Share progress of the Fund (Oct 2015-Sep 2016).
  - Highlight changes implemented since the last workshop.
  - Update from Connect Assist.
  - Group discussion – discuss and document key points from partners about their experiences since the last workshop and looking forward.
  - Update on recent audit of NYLAF.
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# **Session One**

## Fund overview

Mark Taylor  
Policy and Partnerships, NYCC

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## What issues were raised at the last workshop?

- A range of items and changes to the list of goods were suggested:
  1. Carpets
  2. Curtains
  3. Child car seat
  4. House clearances/deep cleans
  5. Emergency travel
  6. Water arrears and debt repayments
  7. More than one white good
  8. More than two emergency vouchers (case by case?)

## What did we do as a result?

- Utilising the feedback from the workshop each of these suggestions were reviewed:
    1. Cost/transient customers/subsidising the responsibility of landlords? – Rugs implemented instead.
    2. Same issues as carpets.
    3. Support from local children's centre.
    4. What criteria would be used? Similar concerns to carpets and curtains.
    5. Quite subjective/geographical size of North Yorkshire.
    6. Don't want to undermine purpose of local and national schemes. Updated other forms of assistance information and advice.
    7. Cost concern. Introduced microwave and fridge/freezer combo.
    8. Determining eligibility, don't want to encourage short term 'quick fixes'
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# Cont'd

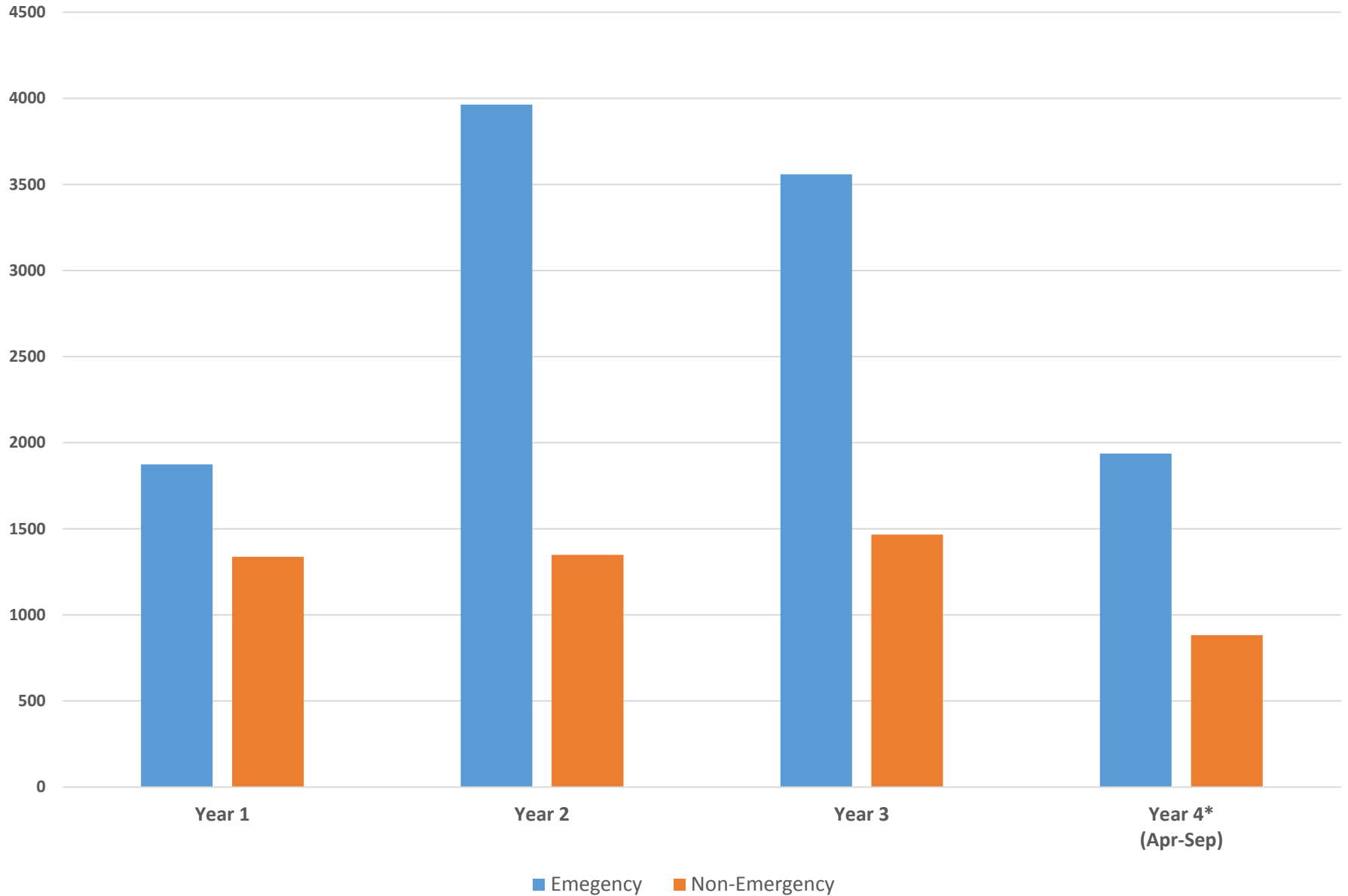
- To look into Aldi and Lidl vouchers – growing number of stores, affordable prices.
  - They were both approached but unfortunately as yet neither run a voucher or gift card service.
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- Older people were highlighted as a vulnerable group who may not be well represented by the Fund.
  - Now have Living Well as an authorised agent – support individuals who are on the cusp of social care.
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- Minor I.T. issues with the online forms.
  - Introduced fixes for all the issues raised – always looking to improve the forms.
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# Other developments over the past 12 months

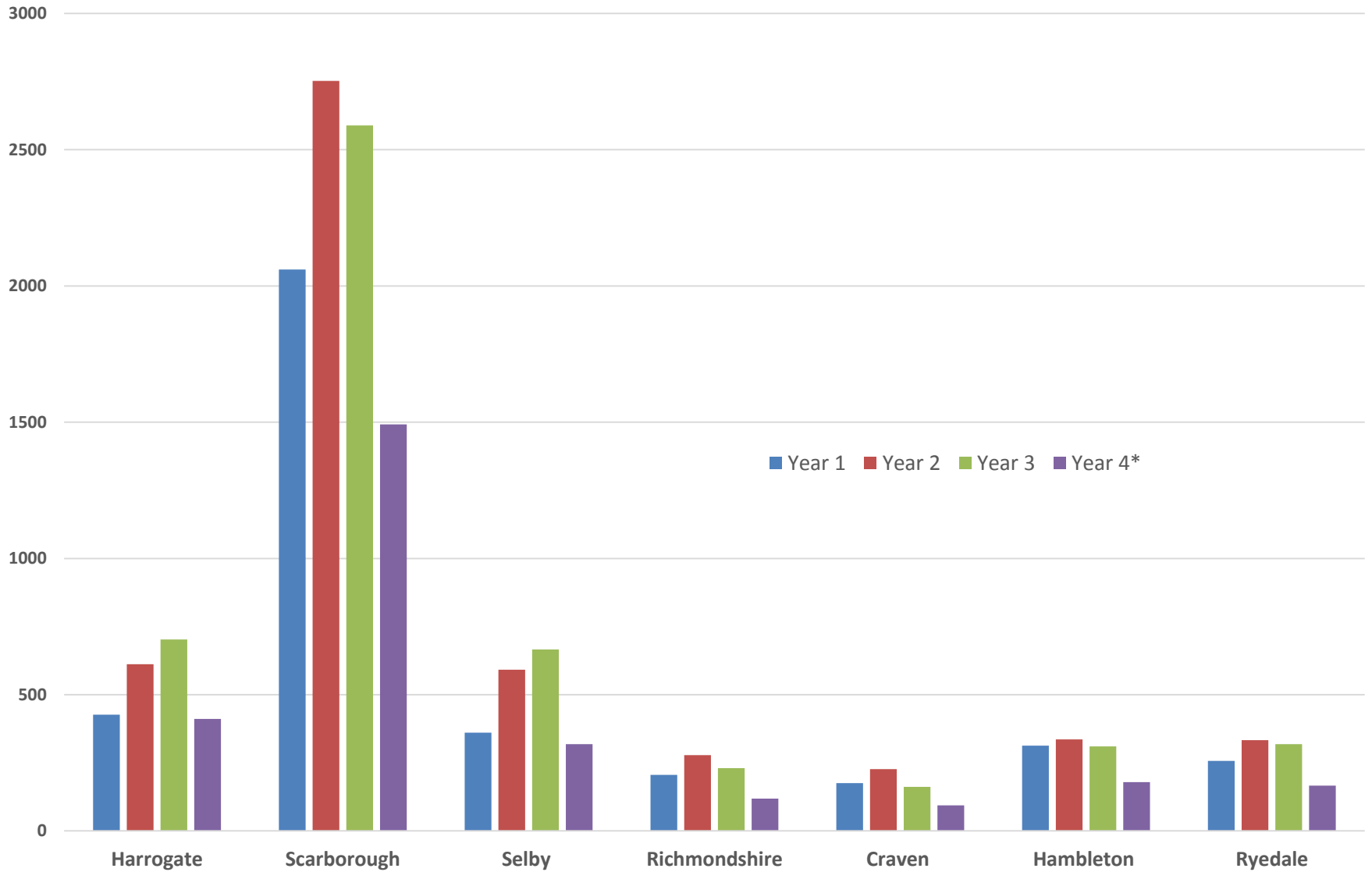
- Fraud incident – two individuals, identity fraud, control measures introduced, ongoing investigation.
  - July 1<sup>st</sup> - changes to some of the vulnerability categories, some items removed, non-emergency entitlement down from three items to two.
  - Memorandum of Understanding.
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# Applications Received

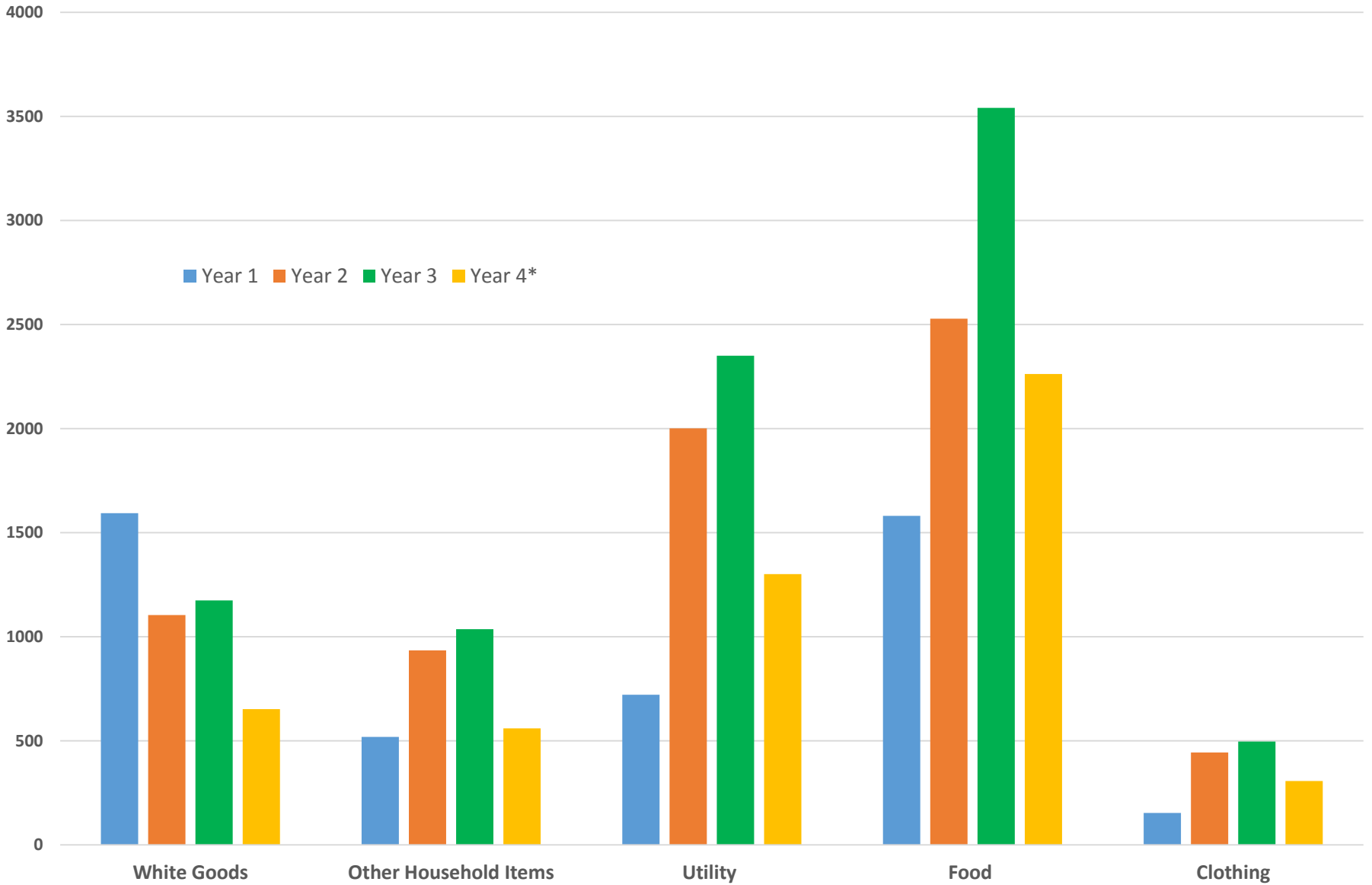




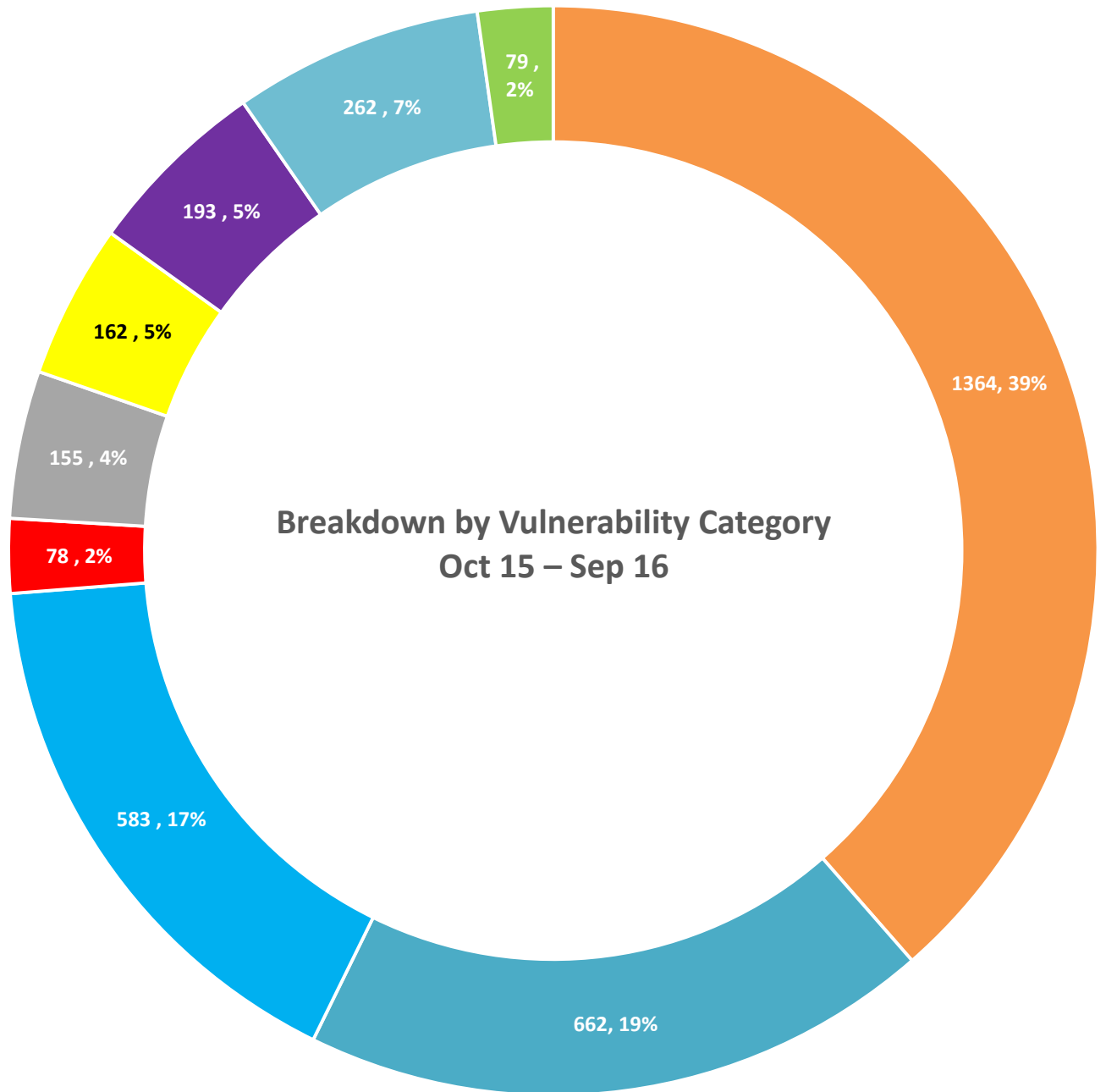
# Applications Received by District

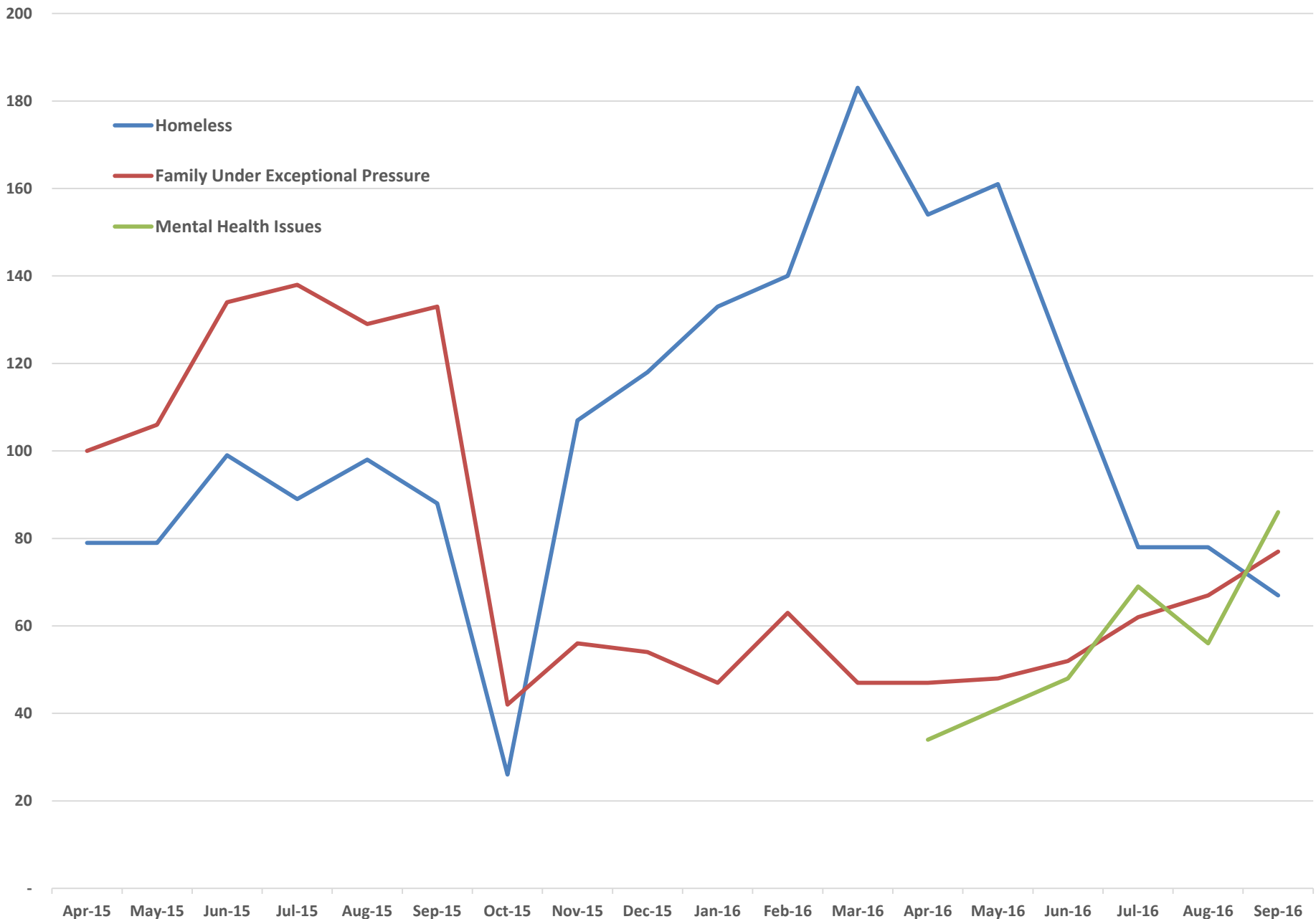


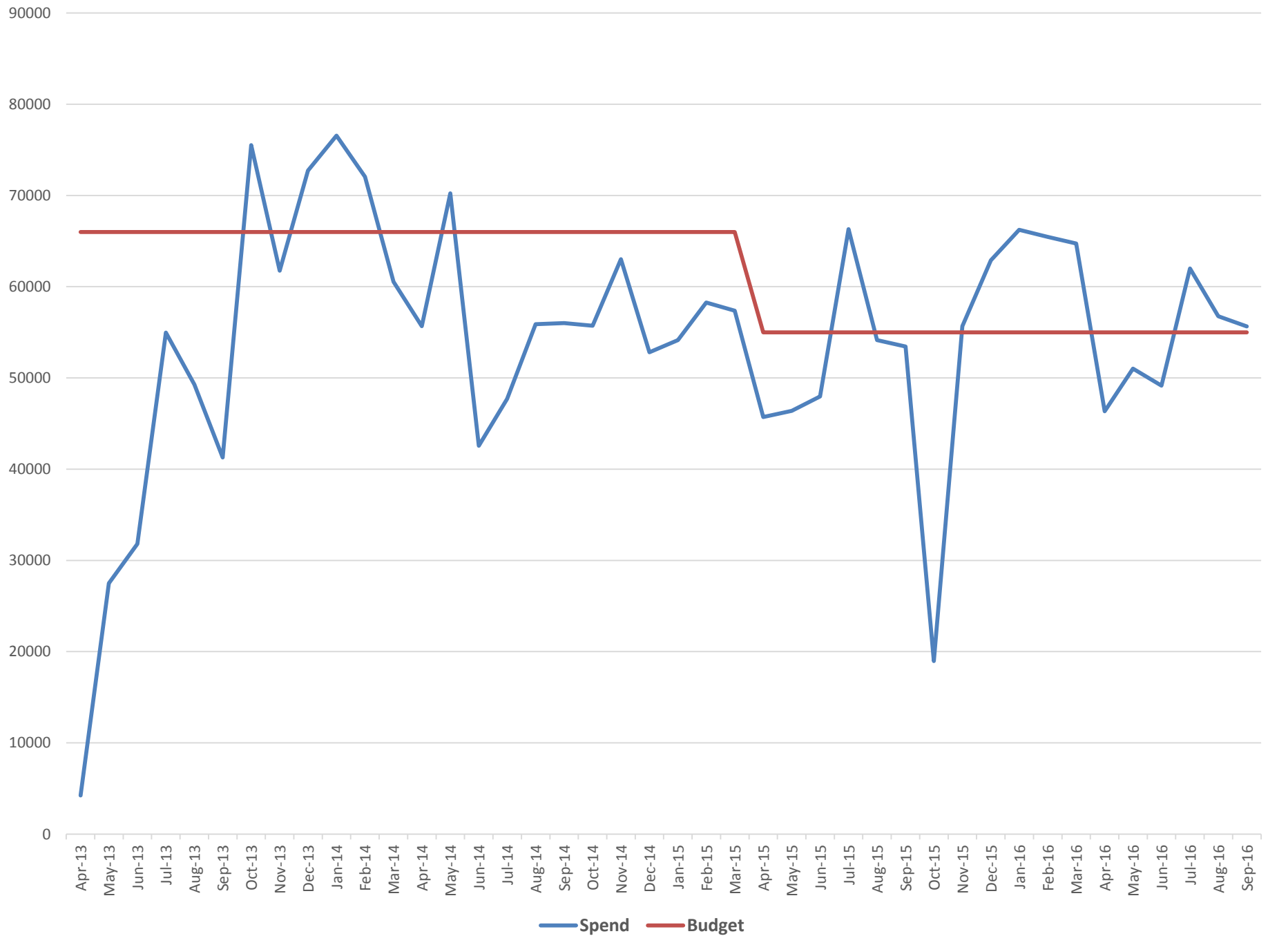
# Items Awarded



- 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







# NYLAF Audit

- Recently audited – wanted assurance about measures introduced since fraud incident – substantial assurance.
- Action: increase security for audit documentation sent to Connect Assist – proof of age/residency/financial circumstance.
- Completed an internal assessment of the risk and consulted the Information Governance Team – low risk
- Possible options:
  - Accept the risk.
  - Refresh the Memorandum of Understanding with some solutions for agencies who do not have an appropriate system in place:
    - Postal submission
    - Installing egress software – free and easy to use



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# Thank you for coming

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

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

**Agency site: [www.nypartnerships.org.uk/nylaf](http://www.nypartnerships.org.uk/nylaf)**

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