**Resident Support Scheme**

**Application information**

* Resident Support Scheme replaced Crisis Support Grants 10/12/2018
* Aims to provide essential crisis support to some of its most vulnerable residents through, help with short term living costs such as credit food and gas/electric prepayment metres payments emergencies, white goods and furniture. Cash may be awarded, by a pay point voucher can be supplied to the applicant.
* The scheme will also signpost residents to other sources of support that is There may also be the opportunity for referral for advice/assistance with financial, debt and/or welfare benefits to try and address the resident’s long term needs.
* Managed by an external organisation called Northgate on behalf of Tower Hamlets.  Northgate deliver similar schemes on behalf of other boroughs around UK. Telephone line and on line applications go directly to them. They will deal with the whole process from enquiries, applications to awarding items and dealing with the first level of appeals.
* If a person wants to fill in the form independently they can – on line or over the phone
* Local organisations can register and become ‘trusted partners’ and cam make the application on their behalf.  To do this you complete the organisation registration form.  An ID number will then be allocated to allow you to receive information on the applications and to provide more information on the client
* Claimant has to be resident in Tower Hamlets for 6 months but circumstances such as homelessness with no address, housed outside of borough will be considered on case by case basis – apply then provide more information. Can put in agencies post code and phone Nortgate to ‘override’ postcode eligibility section
* Checks will be made on applicants through CIS for benefit eligibility including UC, this is validation process
* Northgate can use Language line and telephone applications if claimant can’t speak English
* No eligibility if no recourse to public funds
* Can put agencies details down for application but agency will receive all information rather than applicant
* Can be working, unemployed, on HB or not - still eligible to apply
* Only ONE application per year (applications under old CSG scheme ignored) whether for furniture or crisis/urgent payment
* Decision within 5 days
* Items for furniture or white goods will be for actual goods. Provider will be Coop for white goods, Argos for furniture, a voucher will be issued for set amount per item, this can to be redeemed through producing voucher on line or in store within 60 days, Delivery can be included if added at the point of application
* Exceptional circumstances/hardship my enable more than one application per year
* Fund for last year was £600K+ and don’t anticipate budget being restricted but would notify if thought it might be a problem
* If an application is unsuccessful there is an opportunity to make an appeal.  You will have 10 working days from the date of the decision letter to register your appeal. Final say on refusal through 2nd tier appeal to TH
* The system is under review. Comments and feedback to Sam Dotin

**Comment – we would like to request a meeting to review/comment on the procedure in around March**

Contacts:

Link to the webpage on the Tower Hamlets’s website on criteria and to make applications  <https://www.towerhamlets.gov.uk/lgnl/advice_and_benefits/Residents_Support_Scheme.aspx>

Comments, complaints, suggestions on scheme: Sam Dottin,Tower Hamlets Town Hall, 3rd Floor, Mulberry Place, 5 Clove Crescent, London, E14 2BG Tel: 020 364 1316  Email: [samantha.dottin@towerhamlets.gov.uk](mailto:samantha.dottin@towerhamlets.gov.uk)

[lwp.feedback@northgateps.com](mailto:lwp.feedback@northgateps.com)   Applications to become partner organisations and enquires regarding applications .  phone number 020 7520 7217

Appeals against refusal: Residents’ Support Scheme PO Box 352 Hartlepool TS24 4FH or; [lwpappeal@northgateps.com](mailto:lwpappeal@northgateps.com)