

Our Ref: 123456  
Contact: Scottish Welfare Fund  
Tel: 0123 456 7890  
Email: SWF@gleninver.gov.uk



3 November 2017

Mr D Whitney,  
127 High Street  
Duncraig  
DC9 2TP

Dear Mr Whitney,

### **ABOUT YOUR APPLICATION FOR A COMMUNITY CARE GRANT**

This letter gives you our decision on your recent application for a Community Care Grant. A Community Care Grant may be awarded to help with things that are needed to allow you to live independently in the community rather than having to live in care.

#### About Community Care Grants

A community Care Grant may be awarded to enable people to live independently or continue to live independently, preventing the need for institutional care. This could be to:

- To enable qualifying individuals who are leaving care or imprisonment to establish or maintain a settled home, where without a grant there is a risk that the individual will not be able to do so.
- To enable qualifying individuals to maintain a settled home where, without a grant, there is a risk of the individual needing to go into a care institution.
- To enable qualifying individuals to establish or maintain a settled home after being homeless, or otherwise living an unsettled way of life.
- To enable families to maintain a settled home in a situation where they are facing exceptional pressure.
- To assist a person to care for a qualifying individual who has been released from prison or a young offenders' institution on temporary release.

A decision maker has looked at the information on your application and has decided whether you are eligible for an award, and, if so, whether your case is high enough priority for us to make a grant from the fund.

The definition of exceptional pressure applies only to greater pressure than you would be under just from living on a low income. It is accepted that all families, especially those on a low income, face pressure at various times, and that in itself is not a reason for making a Community Care Grant award.

**Date of your application:** 31/10/2017

**Decision made on your application:** Unsuccessful, no award will be made.

This is because you are not eligible for a grant because

- As you have returned to the address where you reside with your partner after only 5 months in prison you do not fit the criteria for clothing your situation does not match

the situations which Community Care Grants were set up to help people with. Based on your information we do not feel your circumstances reflect the criteria required for a Community Care Grant.

There is a limited amount of money available in the fund and we cannot make an award in every case. I am sorry that we cannot make an award to you.

### **Do you Agree with this Decision?**

If you disagree with the decision you can ask for it to be looked at again, or reviewed. We would advise you to phone us first, so that we can go through the decision with you, though you do not have to. You can call us on : 0123 456 7890.

If you would like to request a review, make sure that you do this within 20 working days, that is 4 weeks, from the date on the top of this decision letter.

Your request should be in writing and should give:

- the date and reference number from this letter.
- the reasons why you do not think the right decision was made on the application. For example, this might be because you do not think we took all the relevant information into account, because you do not agree with the award that has been made or because you don't agree that you are not eligible for the Scottish Welfare Fund.
- Information which you did not give us when you filled in your application but which you think might make a difference to our decision. Please phone us to find out more about this if you are not sure.
- information on any changes to your circumstances since the application which might make a difference to our decision.
- your signature. If someone is making a review request for you, you must sign the letter giving your agreement for the Review to proceed.

If you do not provide any reasons for requesting a review we may not be able to help you.

We aim to let you know the result of your review within 15 working days (3 weeks) of the date that you asked for it.

### **Help from Other Sources**

There may be other sources of help available to you.

The Department for Work & Pensions (DWP) continues to pay Short Term Benefit Advances, Hardship Payments, Budgeting Loans, Sure Start Maternity Payments & Funeral Payments. Cold Weather Payments & Winter Fuel Payments also remain available during periods of adverse weather conditions.

If you don't think that you would get help or benefits from DWP but still need help, your local Citizens Advice Bureau, or local Welfare Rights Organisation may also be able to offer you advice. You can find your local Citizens Advice Bureau in the phone book or at this website: [www.cas.org.uk/bureau](http://www.cas.org.uk/bureau).

Yours sincerely

Our Ref: 123459  
Contact: Scottish Welfare Fund  
Tel: 0123 456 7890  
Email: SWF@gleninver.gov.uk



19 October 2017

Ms Ciara MacKay  
123 High Street  
Duncraig  
DC9 2TP

Dear Ms MacKay,

### **Your application for a Crisis Grant**

This letter gives you my decision on your application for a Crisis Grant.

Date of your application: 18/10/2017

My decision on your application: **Refused**

### **Background**

You made an application for a crisis grant from the Scottish Welfare Fund (SWF) on 18 October 2017. You applied for living expenses of £60 because you had lost all your cash (£80.00) on the bus. You contacted the bus company and reported the loss to the Police. You told me that you have some food but it is frozen and you have no way to cook it as you have no gas or electricity and need £60 to cover these costs.

I have decided that I am not able to award you the Crisis Grant you have asked for. I will explain why in this letter.

I appreciate that your financial situation is creating additional pressure for you and I am sorry that we cannot immediately help. I have added contact details for organisations that may be able to help at the end of this letter.

### **How I reached my decision**

After receiving the information from you, I referred to The Welfare Funds (Scotland) Act 2015, The Welfare Funds (Scotland) Regulations 2016 and the Scottish Welfare Fund Statutory Guidance (the guidance).

The Scottish Government issue this guidance to all Councils to help us make decisions about grants. This guidance says that we shouldn't normally award more than three crisis grants in any 12 month period. We made three previous awards to you on

- 4.8.17 Awarded £35 because your cooker was using more electricity
- 16.4.17 Awarded £55 because you lost £55 when you left your coat on the bus with your purse and phone in it
- 13.2.17 Awarded £20 when you had an unexpected expense due to being evicted

The guidance (section 7.23) does give the Council discretion to make more than three awards if there are exceptional circumstances but also says that the circumstances should be exceptional compared to previous applications. The guidance also says that if we do find additional circumstances then there should normally be no fault by the applicant.

You told me that you had previously lost money while you were homeless and had holes in your clothing and your circumstances had now changed.

I have decided there are not sufficient exceptional circumstances to justify making a 4<sup>th</sup> award. I appreciate that you state your circumstances for this application are different, however your application in April 2017 was due to money being lost on a bus. The circumstances you provided at that time are similar to this application. I don't consider it directly relevant to the application that you were homeless at the time of the previous application. You are responsible for keeping your money safe and taking reasonable care not to lose it and I am not able to demonstrate that there has been no fault on your part in these circumstances.

I know this isn't the decision you wanted and it may be helpful for you to seek some advice and assistance with budgeting and money management going forward. I have included details of local independent advice services at the end of this letter.

#### **If you disagree with this decision**

If you disagree with the decision you can ask for it to be looked at again, or reviewed. We would advise you to phone us first, so that we can go through the decision with you, though you do not have to. You can call us on 0123 456 789.

If you would like to request a review, make sure that you do this within 20 working days, that is 4 weeks, from the date on the top of this decision letter.

Your request should be in writing and should give:

- the date and reference number from this letter.
- the reasons why you do not think the right decision was made on the application. For example, this might be because you do not think we took all the relevant information in to account, because you do not agree with the award that has been made or because you don't agree that you are not eligible for the Scottish Welfare Fund.
- Information which you did not give us when you filled in your application but which you think might make a difference to our decision. Please phone us to find out more about this if you are not sure.
- information on any changes to your circumstances since the application which might make a difference to our decision.
- your signature or if someone is making a review request for you, you must sign the letter giving your agreement for the Review to proceed.

We aim to let you know the result of your review within 2 working days of your request.

I have attached further information about Crisis Grants and other help that may be available from other sources.

If you have any queries regarding the contents of this letter please do not hesitate to contact me.