

**12<sup>th</sup> September 2013**

**Walsall Crisis Support Scheme - A Review of the Implementation in Quarter 1  
– 2013/14**

**Ward(s)** All

**Portfolios:** Cllr C Towe

**Executive Summary:**

To update scrutiny on the implementation of the Walsall Crisis Support Scheme.

As part of the Government's welfare reforms, Community Care Grants and Crisis Loans for general living expenses, previously administered by the DWP within the social fund, were abolished from April 2013 and replaced by a new local provision.

The new provision is now administered by local authorities in England and the devolved administrations in Scotland and Wales. Whilst the Government was not prescriptive with regard to the design of the new local provision; the intention of the funding transferred to local authorities is that it is to be used to provide the new local provision.

This report provides information:-

- on the implementation of the scheme to date
- what the demand has been like during the first quarter
- what have we learnt

**Reason for scrutiny:**

Members requested a review of the implementation of the scheme.

Any resultant proposed changes from a more detailed future review will be required to be referred to Cabinet for consideration.

**Recommendations:**

**That:**

1. Consider the contents of this report.
2. Advise officers of further information requirements to enable a detailed review to be undertaken on 6 months of activity.

**Resource and legal considerations:**

Funding of £1,098,510 has been received to provide the service. The same sum will be available for 2014/15. Administration funding of £232,123 has been received for 2013/14 this will reduce to £212,766 for 2014/15. The government will undertake a review of the service provision in order to determine delivery beyond 2015.

**Citizen impact:**

The delivery of this service is critical to helping residents of the borough who find themselves in crisis.


**Environmental impact:**

None.

**Equality Implications:**

This service is available to all residents of the borough.

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## Walsall Crisis Support Scheme

### 1. Implementation of the scheme. – An update.

- Activity in April was challenging for the WCSS team, job centre staff and residents. Requests were made for what was available under the old scheme as run by the job centre.
- Changes have been made to how we help customers as we have found better ways of delivering the service e.g. food.
- We have developed strong partnership working with the job centre staff, other agencies, partners and charities.

### 2. The demand for the service.

<b>Walsall Crisis Support Scheme Demand QTR 1 -2013/14</b>	<b>Total</b>
<b>Crisis Award (CA)</b>	1276
<b>Community Care Award (CCA)</b>	318
	<b>1594</b>
<b>CA awarded</b>	744
<b>CCA awarded</b>	133
	<b>877</b>
<b>CA refused</b>	532
<b>CCA refused</b>	185
<b>Food</b>	709
<b>Electric</b>	235
<b>Gas</b>	165
<b>Travel</b>	102
<b>White good</b>	209
<b>Furniture, beddings, other</b>	267

<b>2011/2012 (Full Year) DWP Data for Walsall</b> <small>Awards &amp; applications rounded to nearest 10</small>	<b>Crisis Loan Items</b>	<b>Crisis Loan Living Expenses</b>	<b>Community Care Grants</b>	<b>total</b>
<b>Summary</b>				
<b>Number of Applications received</b>	1,070	8,050	3,330	12,450
<b>Total expenditure</b>	£132,700	£328,500	£756,600	1,217,800
<b>Number of Awards</b>	530	5,960	1,480	7,970

### **3. Examples of residents helped.**

**Mr D** - released from prison, needed help with accommodation, with support and help from housing support managed to secure a property within 2 days with Caldmore/Accord.

**Mr W** - no income since Dec 2012, issues with medical - managed to get ESA back into payment, attended appeal/tribunal with customer, dealt with all relevant paperwork regarding his ESA claim. Officers worked with JCP and forces charity.

**Mr D** - ESA not in payment as issues with medical exam. Contacted ESA and got customers claim in payment and backdated to when original claim made

**Mr C** – helped him move — worked with probation officer, CAB, housing association and Solicitors.

Officers worked to help residents with the root cause of why they had turned to us for help. Resolving these deeper issues enables the resident to move out of crisis without necessarily using the Walsall Crisis Support Scheme funds.