

**HAMPSHIRE COUNTY COUNCIL****Decision Report**

<b>Decision Maker:</b>	Executive Member for Adult Social Care and Public Health
<b>Date of decision</b>	30 July 2014
<b>Title:</b>	Local Welfare Assistance
<b>Reference:</b>	5986
<b>Report From:</b>	Director of Adult Services

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## **1. Executive Summary**

- 1.1. The purpose of this paper is to provide information about the Hampshire Local Welfare Assistance (LWA) scheme for 2013-14, to the Executive Member for Adult Social Care and Public Health and to seek permission to target future funding as set out in the recommendations within this paper.
- 1.2. Recommendations contained within this paper reflect learning from delivering LWA in year one, April 2013 to March 2014, and the judgement made regarding the impact of central government funding arrangements for LWA in 2014-15 and 2015-16 and beyond.
- 1.3. The recommendation in this paper is to;
  - Use 2014-15 funding for LWA, including a proportion of the underspent budget from 2013-14, to create a longer term, more sustainable approach to delivering support to vulnerable people struggling to cope or facing periods of crisis over the next 3-5 years.
  - Based on the successful beginnings made so far in delivering LWA through transforming local statutory, community and third sector services' approaches to supporting vulnerable people in crisis, it is recommended in this paper that this is built upon based on targeting resources as set out in Section 8 of this paper.
  - Make provision for LWA activity and associated funding responsibilities to be transferred to the Corporate Services department, in particular the Supporting Troubled Families Programme. This would provide significant opportunity to better align this with broader community based initiatives and on-going infrastructure support.
- 1.4. In delivering Local Welfare Assistance in this manner there is reduced risk to the County Council in providing discretionary and non statutory support from

a budget that will form part of the overall grant settlement from the Department of Communities and Local Government (DCLG) from 2015-16 which is under considerable pressure already.

- 1.5. This approach will ensure that the strong partnership work carried out from April 2013 and information gathered during this period is not lost, but is built upon to continue to develop the offer of support to vulnerable residents struggling to cope and facing times of crisis and financial hardship.
- 1.6. Hampshire County Council's approach to supporting families and individuals will continue to be based on providing strong information and advice to support a range of crisis situations and to provide individuals with ways to cope and manage with challenging times.
- 1.7. Hampshire County Council's approach will continue to develop access to, and opportunities for, individuals to receive support from existing services. This will be achieved through enabling better signposting and inter agency referrals. Also by supporting the capacity of these services to intervene, respond to and work with individuals and families at times of crisis.
- 1.8. This paper seeks to;
  - Provide a brief high level update on LWA activity in Hampshire since 2 April 2013.
  - Provide background to significant funding changes made to LWA by ministers
  - Seek permission to use 2014-15 budget, £1,573,074, and a proportion of the identified underspend from 2013-14, as recommended in Section 11 of this paper. While 100% of the underspend for LWA from year one is being carried forward, it is proposed that 33% (£226,962) of this underspent funding is committed for 2014-15 activity. This provides an overall budget of £1,800,000.

## **2. Contextual information**

- 2.1. From April 2013 the Government began welfare reforms. Part of these reforms was the abolition of aspects of the Social Fund (Community Care Grants and Crisis Loans). Administration of these funds was based on a loans and cash exchange process. Reports indicate that users of the now abolished systems may not be those for whom the fund had been initially established.
- 2.2. The Department of Work and Pensions (DWP) however recognised there was still a need to develop some support alongside their welfare reforms as it was understood that there would continue to be people in need over and above the assistance these reforms would put in place.
- 2.3. The DWP reported that the old Social Fund systems were poorly targeted in the main due to remote processing, they saw applications outstrip capacity, individuals were repeatedly returning for support and that the sticking plaster approach to resolving crisis not supporting people to resolve crisis with dignity and independence that would leave them better placed to resolve future similar situations.

- 2.4. Hampshire County Council has been delivering LWA since April 2013. The aim of this support was to build on the Commission on Personalisation in 2008 by prioritising the development of the Universal Offer, delivering that little bit of help to ensure people within Hampshire can access assistance or are armed with the capability to resolve issues for themselves when they need to.
- 2.5. The approach developed back in 2013, set out that funding allocated for LWA would be used to provide and support a network of existing services and organisations to deliver practical responses to the difficulties people may face, such as providing information to enable people to manage difficult periods more effectively, mechanisms to provide access to goods and services and access to support to help people resolve on-going difficulties.
- 2.6. This approach has drawn on the wealth of activity already provided by the voluntary, community and statutory sectors in Hampshire, delivering added value whilst providing significant additional resources.
- 2.7. The last year has been spent managing public expectations following the abolition of community care grants and crisis loans by the DWP and by reducing peoples dependency upon a non statutory discretionary based cash and goods awards system. Core elements of LWA have been commissioned for residents in crisis and work has been undertaken with key partners and stakeholders to mitigate the future impact of changes to funding by utilising and developing existing resources and services where reasonable.
- 2.8. Key services and support that have been developed / funded over the last 12 months are outlined in Appendix One.
- 2.9. It is clear that through this approach many situations that could have resulted in cash payments or goods under an awards based application process have been resolved through better information, advice, signposting and access to local support.

### **3. Finance**

- 3.1. The DWP confirmed that the amount of funding available to Hampshire for delivering LWA in 2014-15 is £1,573,074. This represents an 8% reduction in the administration element of the overall funding amount from year one.
- 3.2. While there still remains no statutory duty or ring fence for the money it is still expected that the funding is used to help those in genuine need.
- 3.3. Ministers announced in January 2014 that funding for delivering LWA from 2015-16 would be transferred within the overall settlement from DCLG to local authorities. It is expected by ministers that any LWA provision will be funded from this budget. The allocation process for this grant would mean that the County Council are unlikely to receive additional resource to meet this additional burden.
- 3.4. There is added pressure this year given the settlement for 2014-15 is being offered to local authorities as quarterly payments. This arrangement does not reflect the current Hampshire scheme neither does it support the progress made over the last 12 months in looking to deliver a more holistic service

moving away from a dependency on a discretionary support model based upon applications and awards.

- 3.5. The settlement letter from the DWP implies that future funding for Local Authority schemes will be based upon actual spend with little consideration for investment, sustainable development and longer term community capacity and resilience building.
- 3.6. At the point of writing this paper, the DWP are set to develop monitoring procedures for Local Authorities to see how the money is being spent. While it is implied it has been not stated by the DWP that this monitoring information will be used to inform future payments and budgets.
- 3.7. There is a great deal of lobbying taking place nationally and there is potential for these decisions to be changed although this paper does not work on this assumption.
- 3.8. If the recommendations from this paper are accepted, Hampshire will look to allocate support and funding with partners and organisations to ensure longevity of the Hampshire offer and to work with key partners in establishing sustainable services and support.
- 3.9. Another proposal within this paper is that a proportion of any underspend carried forward from this years budget will be used to maintain core elements of the current service delivery.
- 3.10. The overall approach to delivering LWA is to use the £1.8 million (£1,573,074 programme funding for 2014-15 and £226,962 underspend from 2013-14) available to enable the development of the LWA offer over 3-5 years.
- 3.11. The delivery costs for LWA in year one were £557,228, and while the new approach to delivering LWA in future years will be significantly different, it is important that the challenge is recognised in terms of the funding available in this final year.
- 3.12. It is also the recommendation of this paper that financial governance for delivering LWA, therefore budgeting responsibility and funding allocation, is transferred from Adult Services to the Corporate Services department, specifically within the Supporting Troubled Families Programme. This provides the natural progression of this work to align with other programmes working to support vulnerable individuals and families in Hampshire.

#### **4. Performance**

- 4.1. Where relevant power is not provided under Section 65 of the Health Services and Public Health Act 1968, the General Power of Competence provided in the Localism Act 2011 enables local authorities to do anything that individuals of full legal capacity may do.
- 4.2. In exercising its functions an authority must have due regard to the need to: eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act and advance equality of opportunity and

foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

- 4.3. The terms of the arrangements set out that this relationship can be terminated by either party at any stage.

## 5. Other key issues

- 5.1. Clearly the amount of uncertainty and public speculation relating to the provision of Local Welfare Assistance, the use of funding in this area and the national lobbying to change ministers decisions is a cause of potential concern.
- 5.2. The recommendations set out within this paper could be scaled up or down depending on any change in decision regarding funding arrangements post 2014-15.
- 5.3. The recommendations within this paper do provide the natural progression and development that was the vision of LWA from the beginning for Hampshire. While the initial proposal was to look at this in year three, given the decisions taken by ministers these recommendations come a year earlier than planned.
- 5.4. The real risk to any LWA scheme is that funding is reduced over time and the service withers away. By stimulating and enabling sustainable activity it is possible that this funding could be the catalyst for longer term support and better identification of early intervention and prevention services that reduce people's likelihood of reaching crisis.
- 5.5. It is however clear that in many circumstances, payments or goods are required to alleviate immediate crisis. The main areas of concern should discretionary payments be removed are fuel poverty, food and white goods / furniture following a disaster or a requirement for resettlement.

## 6. Options

- 6.1. A number of options have been explored prior to making the recommendations contained within this paper. Below details the main options considered.
- 6.2. **Option One** would be to terminate LWA.
- 6.3. With no statutory duty to provide Local Welfare Assistance the scheme could be terminated with immediate effect.
- 6.4. In the last 12 months Hampshire County Council's approach, that was designed to mitigate against the risk of creating a dependency on a discretionary funding system that was unlikely to remain indefinitely, has provided core cultural and infrastructure changes through community engagement that would remain regardless of funding.
- 6.5. This could still be Hampshire's offer to support individuals and families in crisis.

- 6.6. **Option Two** would be to use the funding from 2014-15 and any underspend to deliver the same approach in year two and potentially a further year until the funding is spent.
- 6.7. Demand is already increasing for discretionary support awarded through LWA. Figures collected in this first year indicate that public awareness is growing and local services and organisations are more willing to sign up to work with Hampshire's model of LWA.
- 6.8. While there is the funding available to continue to deliver LWA to the same extent next year this would only serve to create greater dependency on a service that would not be likely to be able to maintain levels of activity from 2015-16 onwards.
- 6.9. The preferred option and therefore the recommendation in this paper is to proceed with Option Three.
- 6.10. **Option Three** to align funding and future services with corporate work streams and deliver through strategic local partners to develop a sustainable local offer that reduces the risk placed upon LWA through recent funding decisions.
- 6.11. Greater detail is provided in Section 8 of this paper, 'Future Direction' but this approach would build upon the existing tried and tested work carried out in year one of delivering LWA.

## 7. Risk Analysis

- 7.1. The obvious risk, which was the premise of the decision taken by ministers to place this responsibility onto Local Authorities at this time, is that people will be increasingly likely to face periods of financial hardship and critical need for the foreseeable future.
- 7.2. Any decision taken to totally remove LWA activity could be seen as the Local Authority failing to provide vital support to those most in need at arguably one of the most difficult economic periods for decades.
- 7.3. With welfare reforms, including the delayed Universal Credit, coming at a time when this new responsibility was placed upon Local Authorities, it is likely that demand for LWA schemes and support will increase dramatically in coming months and years.

## 8. Legal Implications

- 8.1 In exercising its functions the Executive Member must have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act and advance equality of opportunity and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

## **9. Equality Impact Assessment**

- 9.1 It is clear that LWA impacts a wide cross-section of society and communities. It is likely that many individuals will face times of crisis and some will be more at risk than others. In particular those living in rural areas and areas of deprivation. In terms of specific groups, the elderly, disabled, low income families and anyone out of work or claiming benefits will be impacted by changes relating to LWA.
- 9.2 It is the intention of Hampshire's model to mitigate against the specific risks to health and wellbeing within these groups as far as possible.
- 9.3 With funding being withdrawn from 2015-16 and understanding that this is not a statutory provision, steps are being taken to utilise this funding to get best value. The work proposed focuses on sustainability and longer term investment that is better aligned to existing services and support to try and ensure more people receive support for their crisis or circumstances before these become too critical and disabling.
- 9.4 Being mindful that some groups, communities and individuals will be potentially more vulnerable or face particular barriers to engaging with support we will be reviewing and phasing support to target resources to identified needs through reviewing the first years activity and continuing to do this throughout the delivery of LWA. The strong links with Information and advice organisations and specific statutory and non-statutory services, who are not discriminatory in the practices, should enable us to reach vulnerable groups and communities.
- 9.5 LWA is delivered in a way to address crisis proportional to individuals and families and not simply to target resources to particular groups. Therefore it is the crisis that needs defining not the users of LWA.

A full equalities impact assessment can be found by following this link:

<http://www3.hants.gov.uk/as-equality-ia-archive.htm>

## **10. Future Direction**

- 10.1. Below details how Hampshire County Council could implement option three as the preferred recommendation for delivering Local Welfare for 2014-15 and beyond using the £1.8 million available.
- 10.2. It is envisaged that funding will be used to deliver support for 3-5 years dependent upon factors such as costs, partner engagement, service capacity, new service development and match funding as examples.
- 10.3. This section also establishes how this money can be used to better align a non statutory, discretionary service with key corporate priorities which support the same vulnerable groups facing challenging and critical times.
- 10.4. Continue to make discretionary payments through Family Fund Trading for one more year (as of April 2014). This would continue the work with local organisations and services in identifying demand and capacity issues.

- 10.5. Maintain the contract with Civica UK Ltd to deliver Hampshire Crisis Information and Advice Line (HCIA). This would enable an effective 'wind down' of this function over time to transfer to more localised support and provision.
- 10.6. Continue the work of the Hampshire Furniture Reuse Network. This would provide an opportunity to work with network providers to develop a more sustainable offer.
- 10.7. Use a proportion of the funding to pay for additional staffing as required to ensure effective delivery of this work from within the Corporate Services Department.
- 10.8. Provide small grants to food banks. This would provide an opportunity to work with food banks to develop a more robust offer over time.
- 10.9. Invest in local Information and advice services. This would represent a strong commitment following the cessation of HCIA. This money would be used to shape a crisis line to continue developing localised networked support and signposting.
- 10.10. Allocate funding for contingency funding to respond to unforeseen crisis such as the impacts of flooding.
- 10.11. Potential to work with Hitting the Cold Spots to target payments for those households facing significant fuel poverty at a key stage of the year.
- 10.12. Potential to work with a grant giving charity, or similar organisation, to target funding to stimulate local community responses and services.
- 10.13. Explore the opportunity for eligibility based discretionary payments to individuals and households.
- 10.14. Continue to develop children's centre support.
- 10.15. The above would be delivered in line with key corporate programmes and priorities such as;
  - Continuing to develop Hampshire's universal offer around community services, information, advice, guidance and signposting
  - Developing the capacity of existing communities and local services. Contributing to improved safeguarding and intervention and prevention services
  - Linking with Supporting Troubled Families project. Clear opportunities to develop community offer and services as well as practical assistance for whole family circumstances and individual issues such as financial hardship
  - Linking with Early Help Hubs and early support services to continue to raise aspirations and resilience of individuals to avoid and resolve potential crisis situations
  - Continue to work alongside programmes supporting vulnerable adults at risk such as older persons, through Community Independence Teams and Hitting the Cold Spots as examples

- Promote stronger public health links, including working with GP's and pharmacies to link health inequality and crisis
- Targeting support to socially excluded groups and individuals on the fringes of social care eligibility or statutory services.
- To align support to existing community based practice for prevention including services such as Mental Health Wellbeing centres

## **11. Recommendations**

- 11.1. It is recommended that the Executive Member for Adult Social Care and Public Health agrees to the implementation of option three in this report.
- 11.2. It is recommended that the Executive Member for Adult Social Care and Public Health agrees the transfer of LWA funding for 2014-15 plus a proportion (£226,962) of underspend from 2013-14 to the Corporate Services department to be delivered within the Supporting Troubled Families programme.
- 11.3. It is recommended that the Executive Member for Adult Social Care and Public Health agrees that the future distribution of resources for delivering LWA is determined by the Executive Member for Policy and Resources and Leader of the Council.

**CORPORATE OR LEGAL INFORMATION:****Links to the Corporate Strategy**

<b>Hampshire safer and more secure for all:</b>	Yes
Corporate Improvement plan link number (if appropriate):	
<b>Maximising well-being:</b>	Yes
Corporate Improvement plan link number (if appropriate):	
<b>Enhancing our quality of place:</b>	Yes
Corporate Improvement plan link number (if appropriate):	

**Other Significant Links**

<b>Links to previous Member decisions:</b>		
<u>Title</u> Local Welfare Provision	<u>Reference</u> 4657	<u>Date</u> 22.02.14
<b>Direct links to specific legislation or Government Directives</b>		
<u>Title</u>	<u>Date</u>	

**Section 100 D - Local Government Act 1972 - background documents**

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
NONE	

## **IMPACT ASSESSMENTS:**

### **1. Equality Duty**

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

#### **Due regard in this context involves having due regard in particular to:**

1.2. The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;

1.3. Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;

1.4. Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

#### **1.5. Equalities Impact Assessment Statement:**

1.6. It is clear that Local Welfare Assistance impacts a wide cross-section of society and communities. It is likely that many individuals will face times of crisis and some will be more at risk than others. In particular those living in rural areas and areas of deprivation. In terms of specific groups, the elderly, disabled, low income families and anyone out of work or claiming benefits will be impacted by changes relating to LWA.

1.7. It is the intention of Hampshire's model to mitigate against the specific risks to health and wellbeing within these groups as far as possible.

1.8. With funding being withdrawn from 2015-16 and understanding that this is not a statutory provision, steps are being taken to utilise this funding to get best value. The work proposed focuses on sustainability and longer term investment that is better aligned to existing services and support to try and ensure more people receive support for their crisis or circumstances before these become too critical and disabling.

1.9. Being mindful that some groups, communities and individuals will be potentially more vulnerable or face particular barriers to engaging with support we will be reviewing and phasing support to target resources to identified needs through reviewing the first years activity and continuing to do this throughout the delivery of LWA. The strong links with Information and Advice organisations and specific statutory and non-statutory services, who

are not discriminatory in the practices, should enable us to reach vulnerable groups and communities.

- 1.10. LWA is delivered in a way to address crisis proportional to individuals and families and not simply to target resources to particular groups. Therefore it is the crisis that needs defining not the users of LWA.
- 1.11. A full equalities impact assessment can be found by following this link <https://hampshire.firmstep.com/default.aspx/Stages/RenderProcess/?TaskID=43179&SecureID=AvyKwNJC61h>

## **2. Impact on Crime and Disorder:**

- 2.1. Instances of crime and disorder could be mitigated against through the targeted use of LWA. Strengthening the offer of support and opportunities available to vulnerable individuals and households facing periods of crisis and financial hardship may reduce instances of criminal activity that some may resort to find resolutions to their circumstances.
- 2.2. Through the use of the HFRN and some discretionary payments there may be the opportunity to reduce the activity of loan sharks and instances of stolen goods and property being used to resolve crisis.
- 2.3. HCIA use staff trained in fraud and benefits services and instances of misuse and abuse of services and funds has been challenged and reduced as a result of this expertise.

## **3. Climate Change:**

- 3.1. How does what is being proposed impact on our carbon footprint / energy consumption?
  - As part for LWA the HFRN ensures that where possible re-using an item of furniture saves the energy associated with manufacturing a new one, which has a positive impact on reducing CO2 emissions. This is the LWA default setting for the provision of white goods and furniture.
  - Vouchers for new goods are often provided. This ensures that the energy efficiency of these products is of the highest standards possible given the budgets available.
- 3.2. How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?
  - As stated above, every possible intervention and support process relating to goods and services under LWA is sought in the first instance to utilise existing resources, local support and existing items. This has a significant impact on the climate not only through manufacturing and reuse but the travel required by individuals and professionals to access support and provide services.
  - Where an individuals and / or family presents with issues relating to fuel poverty, any award or support will be in conjunction with advice and actions

relating to warmer homes and better, more sustainable and affordable. Tips for staying warm and safe.

## Details of Local Welfare Assistance Key Services and Delivery for 2013-14

1. Hampshire Crisis Information and Advice Line (HCIA) – This phone line has provided the core public face to the LWA service. HCIA provide information and advice to individuals and organisations that can help to reduce the need for direct assistance through cash and / or goods. They provide robust signposting to local and national support services and organisations. They have the ability to provide discretionary assistance to individuals immediately either through a voucher for goods, accessing the Hampshire Furniture Reuse Network or through providing cash in the form of BACs payments or Pay Point payments. This advice line also provides the main point of contact for organisations signed up to work with Hampshire County Council as part of the network of support services and providers locally. Below is a breakdown of some key headline data (statistics available for end of February 2014);
  - 4066 calls received to date
  - Less than 25% of calls received each month resulted in a discretionary payment meaning on average 75% of callers received adequate support or appropriate signposting
  - HCIA made discretionary awards totalling £25,022 in cash payments and £24,958 in vouchers for a total of 714 clients until the end of February 2014
  - The three main requirements for cash payments were for food, gas and electric.
  - With the introduction of the Hampshire Furniture Reuse Network in August, HCIA made discretionary decisions for 25 clients costing £6117
  
2. Hampshire Furniture Reuse Network (HFRN) – Following a decision from DMT and Executive member a HFRN was contracted to work as part of LWA from August 2013 to provide affordable and free furniture, household items and white goods to individuals in crisis. 6 organisations form the HFRN but this is not a closed network. Any new and second hand furniture provider is welcome to form part of this network if they adhere to the agreed set pricing list for goods across the county and meet with delivery time frames and working practices. The contract with Hampshire County Council pays for a coordinator of this service and money has been made available to pay for furniture and white goods requested either through HCIA or organisations signed up to Hampshire County Council LWA Memorandum of Understanding via invoice.
  - £50,966.75 worth of furniture and white goods has been provided to local residents to date.
  
3. Discretionary budget holders – Money was made available to internal departments to administer as discretionary budgets, not all of this was taken up by departments and statistics are currently being collected to look

at the impact of these funds. Money was made available to Children's Services department Locality Teams, District and Borough Housing, Community Independence Teams and Supporting People services. It was envisaged that this first year period would inform better decision making processes for year two allocations.

- £148,598 was allocated to departments for delivering discretionary support to meet the particular needs of the individuals and families they support.
4. Hitting the Cold Spots (HTCS) – due to the high demand for payments relating to fuel, it was decided that investing in an existing Hampshire County Council initiative to tackle this area of need would be more effective and efficient than duplicating with a similar service. £50,000 was made available to HTCS to contribute towards core running costs including discretionary awards for 2013-14 although this money has since been returned to LWA budgets following investment from Public Health. HTCS advisers have however been able to access LWA via the Memorandum of Understanding process to access additional resources where these have been identified as essential through HTCS adviser visits.
  5. Childrens Centres (inc Troubled Families initiative) – Both of these services have links through Memorandum of Understanding (MoU) arrangements but 3 Hampshire County Council run Children's Centres have discretionary funds which are being used to address critical needs via a localised multi-agency approach. It was identified that high cost items such as nappies and formula can result in families going without or getting into financial hardship. £1,666 has been made available to each of the three Hampshire County Council run centres.
  6. Citizens Advice Bureaux (CAB) – CAB advisers had expressed concerns about the abolition of community care grants and crisis loans. As a result a framework has been drafted to support CAB's when providing information and advice to customers to identify potential crises that need immediate resolution. Through the MoU arrangement, decisions taken by the CAB relating to vulnerable customers needs can be fulfilled through HCIA.
    - In the last 6 months, through this arrangement, of the 1155 customers seen across the 11 CAB districts, 144 have resulted in referral to HCIA for support. The remaining 1011 have been signposted to local support including food banks.
  7. Hampshire Advice Network (HAN) – Due to the requirement for a consistent message and offer relating to LWA and the need to strengthen the county's offer of better information, advice and signposting, the decision was taken to fund the meetings for the HAN at a cost of £5,000. The HAN have representation from over 58 organisations across the county. LWA has been a regular item over the last 12 months and this has undoubtedly helped to manage demand and expectation on the Hampshire scheme.

8. Food Bank Grants – Following a meeting with food banks to discuss how LWA could be used to support their activity it was decided by the members at that meeting that grants would be the best way to provide the support they required and would be in keeping with their volunteer and trustee ethos. £35,000 was made available to support anything from stock provision, rent, premise expansion or recruitment. £19,500 was applied for and all applicants were successful.
9. Flooding Support – As a one of piece of work related to an area in Basingstoke significantly affected by flooding, £38,000 has been made available to support 38 families displaced by flooding requiring furniture and white goods, this work is on-going.
10. To meet the overall vision of delivering LWA through, and with, organisations already working with vulnerable individuals and families throughout Hampshire a MoU was drafted. The purpose of this document in essence was to ensure better targeting of funding to those most in need and to make best use of existing support and local services. The MoU ensures organisations become part of the LWA network of support for signposting and appropriate referrals. It also ensures that organisations will work to resolve crisis for their users using existing Local services and support but where a crisis was unable to be resolved they could call HCIA and access fulfilment.
  - To date there are 62 organisations across the county forming part of the LWA network. (There has been a notable increase in numbers of enquiries as services come under increasing pressures and LWA is becoming better understood across the county)
  - These 62 organisations represent 187 access points across the county in terms of organisations offices signed up to the MoU process, those with discretionary budgets and those organisations forming part of the HFRN.
  - There are 20 job centres, including Portsmouth, Southampton and the Isle of Wight who were also briefed on managing expectations from the public regarding Hampshire's LWA offer.
11. Significant progress has been made in developing a process with probation services relating to ex-offender resettlement but this piece of work has been placed on hold while the future direction of LWA is considered by the Local Authority.