



# Crisis Support Scheme

## Approved Partner

## Website Guidance

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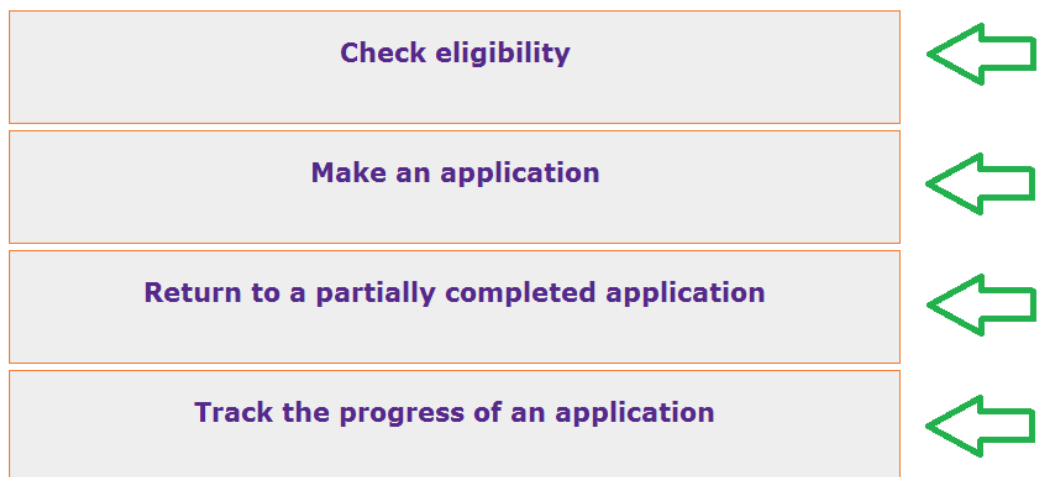
Owner(s) : Customer Access Service / Public Health

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## Care and Urgent Needs Support Scheme- Guidance Notes for Organisations

### Home Page:

Select one of the following options



On the home page there will be **4** options to choose from:

**Check eligibility:** - An eligibility check will need to be completed before an application is made. This will involve taking the customers details and completing the questions as part of the eligibility check.

**Make an application:** - If you select the "Make an application" option this will take you to the eligibility check as all applications must have first completed an eligibility check.

**Return to partially completed application:** - This enables the organisation to enter the tracking reference number and surname of the customer then being able to return to a partly filled application.

**Track the progress of an application:** - The organisation can track the application progress on behalf of the customer using this option. The tracking

reference needs to be known along with the customer's surname. The application status will be shown when these details have been entered.

## Check eligibility/Make an application

### Step 1- Organisational Details

Please Note: There is no need to complete "In what capacity are you applying?"

Move straight to the approved partner section and tick approved partner box.


Select your organisation name from the drop down menu and enter the unique code for your organisation (this is six characters, case sensitive).

To continue select "Next"

### Care and Urgent Needs Support Scheme

#### Eligibility Checker


Lancashire County Council Care and Urgent Needs Support Scheme is a limited fund intended to help you in special circumstances. Before we process your application we are going to ask you a few questions. Your answers will help us advise you whether your application is likely to succeed and about other sources of help available. If it appears you may be eligible then you can complete a full application for Lancashire County Council's Care and Urgent needs support Scheme.


In what capacity are you applying?  


**For approved partner use only**

If you work for an approved partner tick the box below and enter your organisation name and code

Approved Partner

\* Name  

\* Code  



## Step 2- Customer Address

Select from drop down "how the customer found out about the scheme".

Select Yes or No to "Does the applicant have an address?" If selected **YES** the address can be searched by entering the post code.

If there is **NO** address for the customer the address search will be blanked out and will provide an error at the top of the page. If the customer is homeless please include these details in the notes area in the application and use your organisations address postcode to progress onwards.

Once the postcode is entered into the search, select the "find" button to search.

Once the address search has completed, the address can be selected from the list. Once selected, the address will be imported to Page 2 of the application.

**Care and Urgent Needs Support Scheme**

### Eligibility Checker

\* How did the applicant find out about Care and Urgent Needs Support Scheme? Advertising / Press

\* Does the applicant have an address?  Yes  No

Address

\* To select the applicant's address enter their postcode and click Find PR1 0LD Find

#### Find Address

Lancashire County Council, PO Box 100, PRESTON PR1 0LD

1 - 1

My address is not on the list

Previous Cancel Next

### Step 3 – Eligibility Questions

Complete all the customer detail fields.

In the free text box \*Please explain the reason for your application\* add as much detail as possible about the reasons for the application.

You are asked to respond to the questions as if you are the applicant. There is reference to "calling" rather than "applying on-line" in these questions as this application form is also used for applications by phone. Please answer as though the question refers to calling or applying on-line.

**Care and Urgent Needs Support Scheme**

#### Eligibility Checker

**Please enter the applicant's name**

\* Forename

Other Names

\* Surname

**Please enter the applicant's contact details (at least one must be supplied)**

Phone Number

Mobile Number

Email Address

\* Preferred Contact Method

**Please answer the questions below as if you are the applicant**

**What are you applying for and why?**

\* Please explain the reasons for your application

The second stage to this page of the application is the completion of eligibility questions. A tick indicates the answer to the question is YES and no tick indicates the answer to the question is NO.

**Eligibility Questions**

**I need to take some information from you please to check your circumstances**

- Are you calling about yourself ? (IF ANSWER =YES HERE THEN ANSWER TO NEXT Q =NO)  [i](#)
- Is this call on behalf of someone else? ( IF ANSWER =YES THEN ANSWER TO ABOVE MUST =NO)  [i](#)
- Is the applicant living in Lancashire ( if not are they going to move to Lancashire within the next 6 weeks)?  [i](#)
- Is the applicant 16 or over?  [i](#)
- Has the applicant savings/ or capital over £750.00 or funds to meet the immediate needs?  [i](#)
- Is the applicant/partner receiving Income Support, Income Based Job Seekers Allowance, Income Related Employment Support Allowance or Pension Credit Guaranteed Credit?(IF ANSWER IS YES HERE THEN ANSWER NEXT QUESTION AS NO)  [i](#)
- Does the applicant have a low income ( ONLY ANSWER YES HERE IF ANSWER TO ABOVE Q IS NO AND EXPLAIN IN NOTES BELOW)  [i](#)



**Are you needing help for one of the following?**

- Avoiding having to go into care?  [i](#)
- Experiencing exceptional pressure ?  [i](#)
- Having problems getting benefit paid?  [i](#)
- Having other money issues?  [i](#)

**Are you seeking an Urgent / Care Needs Award because one of the situations apply?**

- The applicant is trying to avoid a potentially violent situation?  [i](#)
- Difficulty with paying for gas/electricity ?  [i](#)
- Has the applicant had money lost or stolen ?  [i](#)
- Has left care such as hospital , care or prison?  [i](#)
- The applicant needs help to stay in their own home or near to their community?  [i](#)
- A major disaster such as a fire/flood/gas explosion/burglary has happened?  [i](#)

**Is there anything else you wish to add?**

To continue select "Next"

## Step 4- Results from Eligibility Checker


This concludes the eligibility check. There is a statement indicating if the customer MAY or MAY NOT qualify for a Care and Urgent Needs grant. If the response is "MAY" then there will be 3 options that can be selected to continue: I would like to apply online, I would like to apply but I do not wish to apply online and I do not want to apply. The option to continue the application online is "I would like to apply online" then selecting NEXT.

### Care and Urgent Needs Support Scheme

#### Eligibility Checker

The responses you have provided indicate that you MAY qualify for an award. To determine if you qualify for an award you will need to complete the full application and may have to provide proof of your circumstances. Please note the award may be in the form of goods or a voucher.

**Choose one of the following options**

**I would like to apply online** 


Please select this option if you wish to apply online now. You will be able to complete the full application form online, giving details of why you are applying for an award under Lancashire County Council's Care and Urgent Needs Support Scheme.

**I would like to apply but I do not want to apply online**

If you are unable to apply online now please select this option. You will be given a reference number on the next page. Please make a note of this reference number. When you wish to apply please call 0845 053 0000 and quote the reference number. The member of staff will complete the form over the phone with you.

**I do not want to apply**

If you do not wish to apply then please select this option. Any sources of help that may apply to your circumstances based on the answers that you have given will be shown on the next page

 **Next**

If the statement displays "MAY NOT" the website will not open the option to continue with the application.



Please ensure that the privacy statement has been ticked.

**Privacy Statement**

This application and all documents related to this application will be treated in line with the Data Protection Act 1998 and may be shared within the authority and with other authorities. Any data deemed to be 'sensitive personal data' under the Act will only be disclosed to third parties as necessary for the operation and administration of the scheme and to other organisations where necessary to establish entitlement or otherwise as required by law.

★ I have read and understood the privacy statement



## Step 5- Approved Partner's details

### Approved Partner Details

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#### Approved Partner -

##### Please enter your name

Title	<input type="text"/>	
* Forename	<input type="text"/>	
Other Names	<input type="text"/>	
* Surname	<input type="text"/>	

##### Please enter your contact details (at least one must be supplied)

Phone Number	<input type="text"/>	
Mobile Number	<input type="text"/>	
Email Address	<input type="text"/>	

Complete all the required fields for you as a representative of an Approved Partner organisation, your Title, Forename, Other names, Surname, Phone number, Mobile Number (if applicable) and Email Address.

When the details have been completed select "Next"

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Next

## Application Details

### Step 1- Personal Details

This part of the application will display the customer details that have already been completed as part of the eligibility checker i.e. name, address and phone number. The blank fields will need to be completed.

#### Applicant Details

**Personal Details**

Title	<input type="text"/>	
* Forename	Joe	
Other Names	<input type="text"/>	
* Surname	Bloggs	
National Insurance Number	<input type="text"/>	
* Gender	<input type="radio"/> Male <input type="radio"/> Female	
* Date of Birth	DD MM YYYY	
* Does the applicant have an address? <input checked="" type="radio"/> Yes <input type="radio"/> No <span style="float: right;">?</span>		
* Where does the applicant live? Address To select the address enter the postcode and click Find		
	Lancashire County Council, PO Box 100, PRESTON, PR1 0LD	
	<input type="text" value="PR1 0LD"/> <input type="button" value="Find"/>	
* Is the request being made for the address where the applicant lives? <input checked="" type="radio"/> Yes <input type="radio"/> No <span style="float: right;">?</span>		
* Does the applicant rent their home? Please select the type of accommodation the applicant lives in Accommodation type		
	<input type="text" value="Please Select"/>	

**Applicant's Contact Details (at least one must be provided)**

* Phone Number	<input type="text" value="01772123456"/>	
Submitter Mobile Number	<input type="text" value="07101010101"/>	
Email Address	<input type="text"/>	
* Preferred Contact Method	<input type="text" value="Phone"/>	

Throughout the application you can select:

**Previous-** Enables you to go back the whole way through the application if needed.

**Cancel-** This will cancel the application and delete all details entered.


**Save and Exit-** Enables you to exit the application and continue later. Please take note of the reference number which is case sensitive and the surname of the customer as keyed (again case sensitive).

Once the statements have been read, understood and ticked you can then submit the application on the customer's behalf.

Complete diversity questions if the customer agrees.

By completing the diversity information we can make sure that we are meeting the needs of the constituents of Lancashire. We will not publish details of diversity information with your name or any other personal information that would allow your specific details to be identified.


★ Would the applicant agree to answer diversity questions?

Yes  No 


When the questions have been answered select "Next"


## Step 2- Household Details


### Household Details


\* Does the applicant have a partner?  Yes  No 

Title	* Forename	Other Names	* Surname	* Gender	* Date of Birth	NI Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Please Select <input type="text"/>	DD MM YYYY <input type="text"/>	<input type="text"/> <a href="#">Delete</a>
<input type="button" value="Add Another"/>						

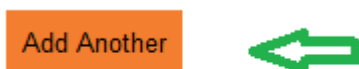
\* Does the applicant have any children who live with them under the age of 20?  Yes  No 

\* Are you or a member of your family expecting a baby?  Yes  No 

\* Does the applicant have any other family members who live with them?  Yes  No 

\* Does the applicant have any other people who live with them?  Yes  No 


When answering the questions on the household details and YES is selected, further information will be requested i.e. personal details. If any of the questions require more than one row of information For Example: "Does the applicant have any children who live with them under the age of 20?" If there is more than one child, you can select the button "Add Another" and a new line to add the further child/children will be displayed.




When the questions have been answered, select "Next"

## Step 3- Financial Details


### Financial Details


\* Does the applicant or partner receive an allowable benefit?  Yes  No 


* Allowable Benefit Type	* Amount	* Frequency	* Accuracy	Person
Please Select	£	Please Select	Please Select	Joe Test Bloggs - Applicant




[Add Another](#)

\* Does the applicant or partner have any other income?  Yes  No 

\* Does the applicant or partner have (or have access to) savings or investments?  Yes  No 

\* Does the applicant or partner have expenses?  Yes  No 

\* Does the applicant or partner have debts outstanding?  Yes  No 

When answering the questions on the financial details and YES is selected further information will be requested i.e. benefit details. For Example: If the customer receives more than one benefit the "Add Another" button should be selected to list the other benefits for the customer. The person can also be selected i.e. if the partner receives the benefit.

[Add Another](#)



When the questions have been answered, select "Next"

[Next](#)

## Step 4- Application Reasons

### Application Reasons

Please select the options below that apply to the applicant.

- Does the applicant or a member of their family suffer any health issues?
- Is the applicant leaving (or has recently left) care or an institution?
- Is the request for a grant to enable the applicant to remain in their home or community?
- Is the person seeking help part of a planned resettlement scheme?
- Is the grant in respect of a section 17 request?

Previous

Cancel

Save and Exit

These questions help to understand the nature of the person's circumstances. Please select all the options that apply to the applicant.

You can include a full account of the applicant's reasons for accessing the Scheme in the text box presented later in the application process under 'Grant and Loan Details'.

A planned resettlement scheme refers to a situation when the applicant has been moved to the area by another local authority.

'Section17' is a term used to refer to financial support in terms of goods or services that can be offered to children, young people and parents / carers under Section 17 of the Children Act 1989 to address identified needs to;

- a) Safeguard and promote the welfare of children within their area who are in need, or to prevent the child suffering significant harm or significant needs or to remove the need for the child to be looked after by the local authorities

- b) So far as is consistent with that duty, to promote the upbringing of such children by their families by providing 'assistance in kind, accommodation, or in exceptional circumstances, in cash'.

## Step 5- Grant and Loan Details

### Grant and Loan Details

The \*Item and \*Person are already selected for you by default; Please input 0.01 in the cost field and 1 in the \*Quantity Field. You Do not need to Add another row.

* Item	* Person	Cost	*Quantity
Please Select <input type="text"/>	Please Select <input type="text"/>	£ <input type="text"/>	<input type="text"/> <a href="#">Delete</a>
<a href="#">+ Add another row</a>			

\* You have indicated that the application is being made for the reason(s) below

Lancashire County Council only provide grants, not loans.

On the first line, enter the following information:

- Item: Select 'Other (Please specify in notes section)'
- Person: name of applicant should already be selected
- Cost: Enter 0.01
- Quantity: Enter 1

Details of all items requested must be listed in the notes box below. Please add as much information as possible on the applicants circumstances and a list of the individual items being requested in the free text box.

Once completed, select "Next".

Next



## Step 6- Declaration and Privacy Statement

### Declarations

**Please read the following declaration and confirm below that you accept it.**

Lancashire County Council may make enquiries about the information needed to support the application and to prevent fraud. If you receive an award under the Care and Urgent Needs Support Scheme by providing incorrect details or not giving us full details or providing false information you could be prosecuted.

This declaration is legally binding. Please read all the points carefully and make sure you understand them before signing and dating the form.

- I declare that the information I have given on this form is correct and complete.
  - I understand that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action.
  - I understand that I must promptly tell Lancashire County Council of any further information which may affect the outcome of my application which I become aware of after it has been made.
  - I declare that if my award is paid in cash I will spend it on the items for which it was made and if requested will provide receipts to confirm this.
  - I understand that Lancashire County Council may check the information I have given with other sources.
  - I understand Lancashire County Council may use any information I have provided in connection with this and any other claim for Social Security benefits that I have made or may make.
  - I understand Lancashire County Council may share information with other government organisations, if the law allows this.
  - I understand that I must tell Lancashire County Council straightaway if I have a change of circumstances which may affect my application.
- This is my application for an award from Lancashire County Council's Care and Urgent Needs Support Scheme.

\* I accept the declaration



**Please read the following privacy statement and confirm below that you have done so.**

This application and all documents related to this application will be treated in line with the Data Protection Act 1998 and may be shared within the authority and with other authorities. Any data deemed to be 'sensitive personal data' under the Act will only be disclosed to third parties as necessary for the operation and administration of the scheme and to other organisations where necessary to establish entitlement or otherwise as required by law.

\* I have read and understood the privacy statement



Previous

Cancel

Save and Exit



Submit Application

This is the end of that application and you will need to read as well as agree with the declaration and privacy statement.

## Step 7- Confirmation

### Confirmation

The application has been submitted for the following items;

Other (Please specify in notes section) £



Your tracking reference number is 10006287nCpQyP. This can be used to track the progress of your application online.

Thank you for completing this request for help from the Lancashire County Council Care and Urgent needs Support Scheme. You will be contacted as soon as possible to confirm if your request has been successful or if we need you to provide additional information.

Benefits advisor	Benefit Enquiry Line (DWP)	Phone: 0800 882200 Text phone: 0800 243 355 Website: <a href="http://www.gov.uk/benefit-enquiry-line">www.gov.uk/benefit-enquiry-line</a>
Refuge centres	Lancaster & District Womens Aid	Phone: 0800 612 1507 Website: <a href="http://www.ldwa-support.org">www.ldwa-support.org</a>
Refuge centres	Chorley Women's Refuge	Phone: 01772 201601 Website: <a href="http://www.chorleywomensrefuge.org.uk">www.chorleywomensrefuge.org.uk</a>
Refuge centres	Shelter Lancashire	Phone: 0844 515 1831 Address: Shelter, 69 Preston New Road, BLACKBURN, BB2 6AY, GB Website: <a href="http://www.shelter.org.uk">www.shelter.org.uk</a>

Once the application has been submitted the tracking reference will appear. Please make a note of the tracking reference number which is case sensitive.

Signposting information across Lancashire which might be useful to the customer is listed below the confirmation.

Once this screen is displayed the browser can be closed.

## Return to a partially completed application

### Step 1- Return to a partially completed application

## Care and Urgent Needs Support Scheme

Welcome to Lancashire County Council's Care and Urgent Needs Support Scheme. Here you can make an application, return to a partly completed application, or track the progress of an application. If you would prefer to speak to someone to complete the application please call 0845 053 0015 .

### Select one of the following options

<a href="#">Check eligibility</a>
<a href="#">Make an application</a>
<a href="#">Return to a partially completed application</a>
<a href="#">Track the progress of an application</a>



Select the option "Return to partially completed application". This will navigate you through to step 2 "Return to or cancel an application"

## Step 2- Searching for an application

### Care and Urgent Needs Support Scheme

#### Return to or cancel an application

Please enter the surname of the applicant and the tracking reference number

★ Enter the surname of the person the application is being made for

Hayes

★ Enter the tracking reference number

10006297DgmwLa

Please enter this reference exactly, using capital letters only where the reference has them

Cancel

Next

To search, two criteria are needed, firstly the surname and secondly the tracking reference number. These 2 search fields must be entered exactly the way the original application displayed them i.e. Capitals or lowercase.

Then select "Next" at the bottom of the page. This will allow you to access the application and amend or cancel.

## Track the progress of an application

### Step 1- Track the progress of an application

## Care and Urgent Needs Support Scheme

Welcome to Lancashire County Council's Care and Urgent Needs Support Scheme. Here you can make an application, return to a partly completed application, or track the progress of an application. If you would prefer to speak to someone to complete the application please call 0845 053 0015 .

### Select one of the following options

Check eligibility

Make an application

Return to a partially completed application

Track the progress of an application



Select the option "Track the progress of an application". This will navigate you through to step 2.

## Step 2-Searching

### Care and Urgent Needs Support Scheme

#### Track the progress of an application

Please enter the surname of the applicant and the tracking reference number

\* Enter the surname of the person the application is being made for

\* Enter the tracking reference number

Please enter this reference exactly, using capital letters only where the reference has them

Your application was received on 20/05/2013 and is being processed

Cancel

Find

Once you have entered the application tracking reference and surname of the customer, (the fields are case sensitive) it will display the status of the application. Application status can be as follows:

Your application was received on 20/05/2013 and is being processed

Application has been received but is awaiting process.

Your application was refused

Application has been refused and customer has been informed of the refusal reasons.

Your application has been granted

Application has been granted and customer has been informed of the grant.