

APPENDIX 5 – Comparison between current DWP proposed local scheme

Area	DWP Crisis Loan	DWP Community Care Grant	DBC Crisis Support	DBC Community Care Support
Eligibility	Not benefits dependant	Must access benefits	Not benefits dependant	
	Needs/finance assessment always made by DWP		Needs assessment made by specialist services wherever possible Financial assessment made by Revenues and Benefits team	
Application and Assessment	Self-referral using telephone	Self-referral using paper application	Self-refer using telephone or referral by agency	Direct eform application or referral application
	Mon to Fri 8am-6pm		Face to Face interview in exceptional circumstances Mon-Wed 8.30 to 5, Thur – 9.30 to 5, Fri – 8.30 to 4.30pm	
Timescales for decision	During call	Up to 3 weeks	During call or within 2hr for referrals	Within 5 working days of receiving complete form
Form of support	Payment into a bank or cheque by post within two days of decision		Voucher to be collected or posted within 2 hrs Standard items ordered, delivered and installed (crisis within 48 hrs)	
Award	Loan	Grant	Voucher/Item (non-repayable)	
	Average payment of £88	Average payment of £466	Average value TBC	
Disputes process	Internal review with letter (10 days)		Stage 1 review (1 working day)	Stage 1 review (1 working day)
	Independent review (12 days)			Stage 2 review (1 calendar month)
Management of budget	Aim to avoid budget running out during year by setting award targets for each month and making discretionary decisions		Aim to avoid budget running out during year by setting award targets for each month and making discretionary decisions	