

Annex One – Summary of Residents Support Scheme including a case study

1. The Residents Support Scheme was launched on 1 June 2023. During the first 10 months of the scheme 5,238 applications were received with 3,620 of those resulting in an award being made. The tables below provide a breakdown of the annual application figures and awards. The number of awards in Table 2 is higher than the number of successful applications because most applications contain multiple requests (e.g. support for food and energy costs). Tangible items in Table 2 refers to essential household items such as white goods and furniture.

Table 1.

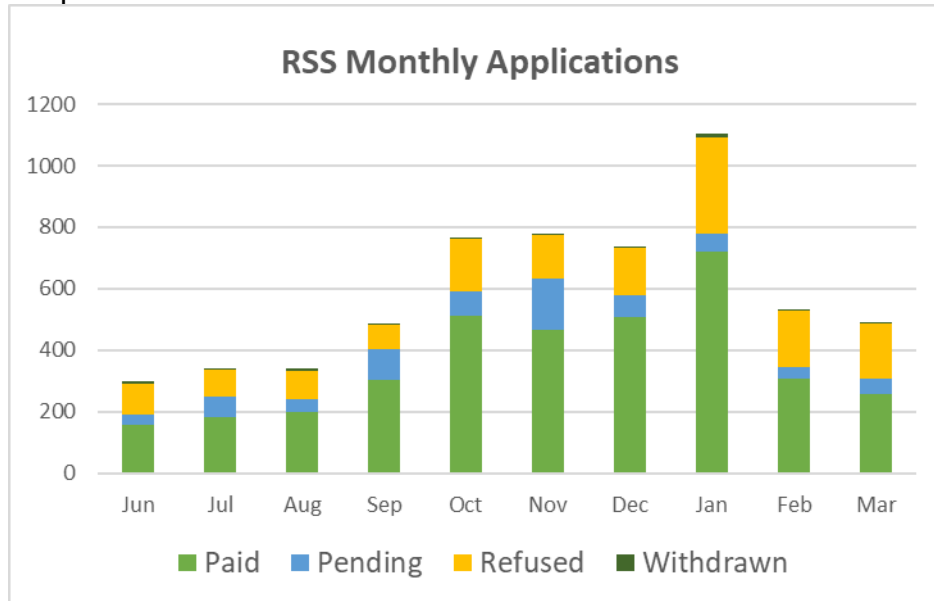
APPLICATIONS	
Paid	3620
Pending	49
Refused	1508
Withdrawn	61
Total:	5238

Table 2.

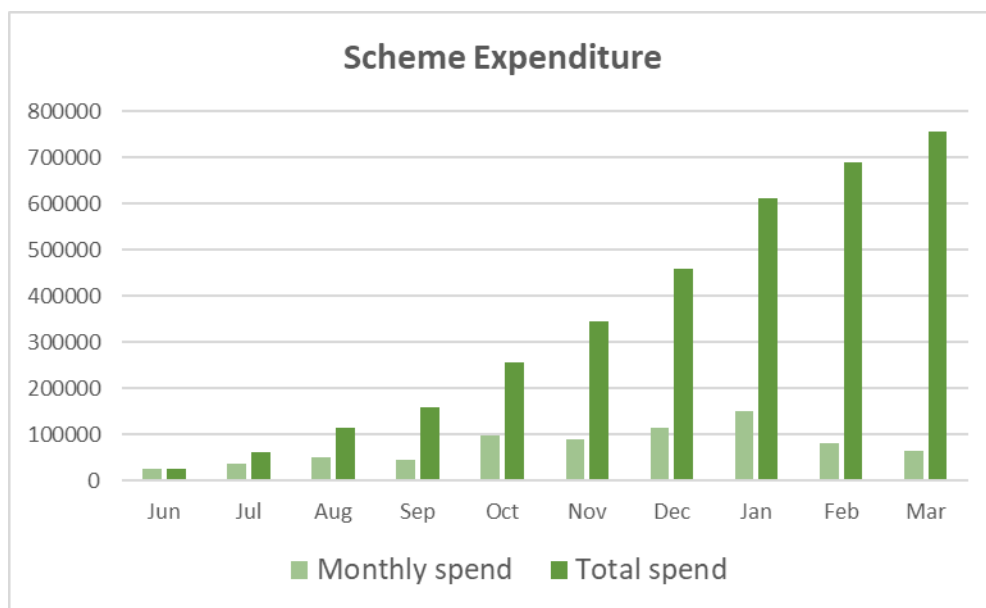
Items Category	#awards	Award value
Cancelled	94	-£5,723.00
Clothing	145	£7,350.00
Food	4403	£340,940.00
Energy	2585	£137,427.86
Sanitary	5	£50.00
Public Transport	6	£270.00
Paypoint Voucher	5	£500.00
Tangible items	1438	£277,891.01
Total:	8681	£758,705.87

2. Graph 1 below provides a monthly breakdown of expenditure, and Graph 2 shows expenditure by month. Application numbers were low to begin with as the scheme bedded in and awareness of it grew. The scheme was mainly promoted through partners such as advice organisations, the city and district councils, housing associations and other voluntary and community sector organisations.
3. Applications increased from October which is likely to be a result of greater awareness of the scheme, and the colder weather resulting in people spending more money on heating. A peak of applications after Christmas was expected but the drop off from February was unexpected. It is thought that this is likely due to the national cost of living payment made by government. This was a payment of £300 made to people in receipt of state benefits, in early February.

Graph 1.



Graph 2.



Unsuccessful Applications and Appeals

- Graph 3 below provides a breakdown of reasons applications are turned down. The main reason for refusal is where the application is determined to be a result of a budgeting issue. This is where the decision maker is of the view that the requested support would have been affordable if the applicant had budgeted for it. This is normally in circumstances where there is an equivalent or greater level of non-essential expenditure in the same period. It is recognised that there is a subjective element to such decisions, and an appeal process enables the applicant to challenge this.

The second most common reason for declining an application is where it is not possible to verify someone's information. This is where an application is received which is incomplete or where additional information is requested. Three attempts at contact will be made before declining the application. Where an application is declined for this reason, the resident is able to make a new approach at another time.

Table 3 below provides a breakdown of appeals received since the scheme began. Please note that the numbers do not balance due to a number of first stage appeals waiting to be determined at the end of March.

Graph 3.

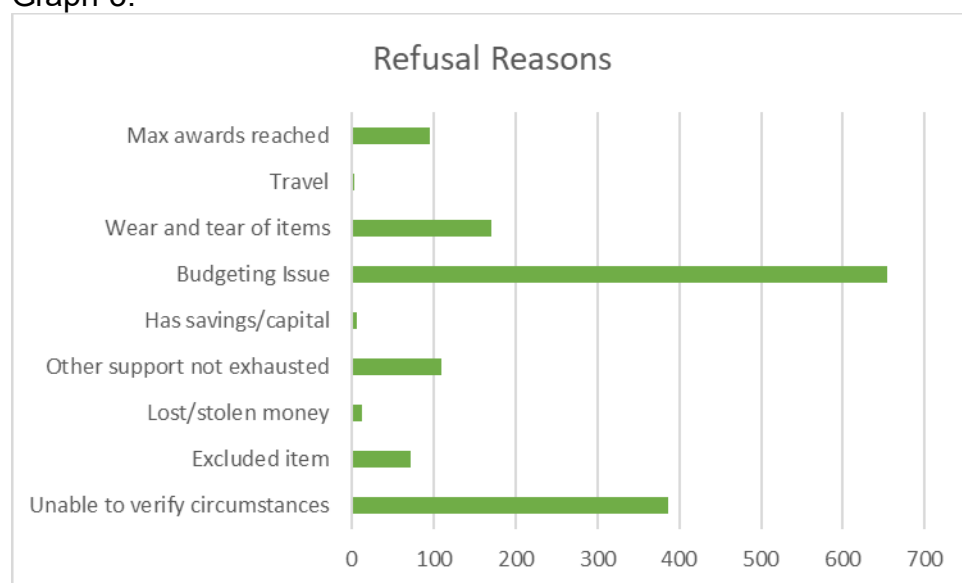


Table 3.

	Appeals	Overtured	Refused
First Stage	361	189	146
Second Stage	40	23	17

Case Study

- The following case study was provided by a member of the Council's Moving Into Adulthood team, and has been anonymised.

"I supported a young person to access the Residents Support Scheme. They were homeless and because they were vulnerable, social housing were able to provide a flat for them quite quickly, but it was empty of furniture and white goods.

I supported them with the application to the scheme, and after an initial problem in proving their identity, their application was successful. I went to see them last week, and the sofa and pots and pans had just arrived. We put the sofa together, and with the coffee table and TV stand I picked up for free, and with a kindly donated TV, their empty lounge is starting to look like a home. They were so grateful and asked me to pass on their thanks. Fortunately, they managed to get a bed and mattress, and with some free bedside tables, they are feeling more comfortable, and their new white

goods from the support scheme are arriving this week. When I left, they were more cheerful than they have been and said they are thinking about going back to college."