

Appendix One

1. Future direction – Hampshire’s approach to delivering Local Welfare Provision

- 1.1. Our aim is to deliver a sustainable networked approach enabling intervention, prevention and resolution through access to practical support, information and advice and signposting and where necessary access to goods and services. This is based on the principle of providing services to enable vulnerable individuals and families to cope more effectively with challenges they face and deal with potential crisis they may experience in the most effective way for them. To achieve this we will;
 - Identify and work with key organisations to deliver information and advice (I&A)
 - Identify and work with partners who can deliver direct support and practical services
 - Facilitate stronger networks to better utilise existing support services and provision
 - Ensure key partners have access to cash and / or goods provision to resolve instances of immediate crisis
 - Invest money, over the life of the project, to address gaps in provision and raise the capacity of services within Hampshire
 - Engage a partner who can deliver access to goods and services
 - Appoint an officer to oversee the implementation, development and administration of the provision
- 1.2. There are core elements to the New Local Welfare Provision that will need to be in place from April 2013, not all will require funding, but those that do are outlined below.
- 1.3. The Contact Point is the most significant area of development. The Contact Point provides four main functions;
 - A public point of contact that can provide triage and assessment
 - Signpost individuals and make referrals for local (or national) support
 - Undertake the fulfilment function in terms of allocating voucher payments and oversee this activity including verification of awards
 - Collect and provide monitoring information to inform future development opportunities
- 1.4. Through research and market testing Hampshire County Council have identified a partner to fulfil this element of the new provision from April 2013. Civica, based in Gloucester, have the relevant experience and skills required to undertake this pilot and also have existing systems,

processes and contractual agreements with the voucher making charity that will serve as our fulfilment centre.

- 1.5. Voucher fulfilment has been identified as a key deliverable for the Local Welfare Provision. Vouchers enable the local provider networks to respond in instances where their current capacity, local community response and partner organisations can not.
- 1.6. Vouchers are preferable to cash as they reduce the risk to frontline staff as gatekeepers of cash and or goods but also mitigate against the risk of misuse.
- 1.7. The ongoing aim of the Local Welfare Provision is three fold but in terms of building the capacity to respond in the first instance, voucher fulfilment is key. In time the aim is to reduce the demand on voucher payments through;
 - Reducing the entitlement culture, universal services as opposed to niche one off awards of goods and / or services
 - Encouraging contributions and ownership from individuals where goods are required, necessary.
 - Enabling local, sustainable, responses and resolution services to support and serve local communities to grow and develop
- 1.8. The Family Fund Trading organisation are a grant making charity with over 40 years experience. They offer voucher fulfilment with established commercial savings and have a proven track record of delivery. Through exploration of the market, Family Fund would appear to be the only organisation in this position to deliver vouchers with the scale and scope the Hampshire model requires.
- 1.9. To target those who are potentially most vulnerable money will be allocated to Locality Teams, Community Independence Teams and Supporting People Floating Support providers. This money will not be expected to form part of these service providers core offers to individuals but to be utilised in exceptional circumstances or one off resolutions at critical times within agreed parameters.
- 1.10. District Housing have identified specific groups of potentially more vulnerable individuals who can not be supported through Discretionary Housing Payments or existing benefits. This money will be used, in the main, to support hard to house ex-offenders and single people through bond scheme arrangements or similar so that money can be 'recycled' to support people year on year.
- 1.11. These teams work with some key demographics within the local population, children and families, older persons, socially excluded and long term disabled and offenders and single people respectively. Money allocated here will be to enhance and not duplicate existing processes and support to reduce instances of potential crisis.
- 1.12. Information and Advice channels are integral beyond Hants Web, Hants Local and Hants Direct. With the Job Centre Plus and CAB already acting as key partners in this work there is an opportunity to strengthen

the impact and scope of information and advice alongside the development of Local Welfare Provision. This will help to;

- Manage public expectations
- Reduce instances of inappropriate referrals
- Encourage self help resolution
- Support access to better sources of information and potential resolution

- 1.13. The Hampshire Advice Network brings together 62 organisations who provide information and advice to a variety of groups and are currently seeking funding to maintain their meetings. This activity could prove integral in terms of getting the right message to the public and enabling the referral of individuals through the local support networks.
- 1.14. Food, furniture and clothing have all been identified as key necessities within any new service, therefore discussions are taking place with providers to ensure more equitable (where possible) access to these resolution services and a more coordinated response across the county.
- 1.15. Food Banks have been high on the agenda for all stakeholders and following research undertaken in 2012, there are clear gaps in terms of geographical coverage that can be targeted as future development for Local Welfare Provision. The Trussell Trust are the only national food bank organisation and they have clear costs for establishing new provision in partnership with local organisations. Therefore there is the potential to fund this activity and support the development of new provision if partners can be found.
- 1.16. Pressure on furniture and clothing providers is increasing therefore work is currently under way with local furniture re-use organisations to establish a more cost effective, equitable and local response to these issues.
- 1.17. A major consideration for this project is collating evidence of need and demand and basing future funding allocations, commissioning and partnership working decisions on this evidence to create a more robust and sustainable response to the delivery of Local Welfare Provision. Therefore money will be held as contingency funding for ongoing analysis of gaps in provision and potential development opportunities.
- 1.18. There are already key areas that are being explored where currently understanding of demand and potential resolution is limited at best, for example;
 - Baby goods
 - Out of hours support
 - Travel / Transport
 - Fuel costs