

**If you're supporting
people in Oxfordshire
who are struggling
with living costs, more
help is now available.**

The resident support scheme
is for people who are in crisis.



It can help with short term living costs and in some cases with white goods, furniture and transport for those most urgently in need.

oxfordshire.gov.uk/residentsupport



Who it's for

To apply, residents need to be over 16 and in immediate need with no other income or savings. We can't help with specialist equipment or with things that are the responsibility of someone else – for example a landlord. We also can't help with personal debts or phone costs.

Residents need to demonstrate they are in crisis. This could be linked to:

- acute domestic pressure
- domestic abuse
- benefits being stopped or reduced
- debt / utilities / council tax issues
- disability and health concerns including mental health
- disaster or emergency
- employment / unemployment / income reduction
- emergency travel
- leaving care, setting up home after an unsettled way of life, homelessness, or maintaining independent living
- being a prison leaver
- a relationship breakdown.

About the scheme

To deliver the resident support scheme, we have partnered with business services provider NEC.

NEC have considerable experience delivering similar schemes across the UK. Fulfilment is through Family Fund Business Services, a wholly owned subsidiary of Family Fund, a national charity

supporting disabled children and their families.

NEC service standards are for application and cash/voucher turnaround times of one working day, with 10 working days where goods are delivered.

If you are from an agency expecting to support a large number of

applications from your clients, you can apply to come an approved partner. Approved partners, such as advice services, city and district councils and similar organisations, can add additional evidence of need to applications which will be considered in the overall assessment.

If you would like to become an approved partner, please email partnershipsanddelivery@oxfordshire.gov.uk

For more help with rising living costs, visit [oxfordshire.gov.uk/living](https://www.oxfordshire.gov.uk/living)

How it works

If granted, support will usually be provided in one of the following ways

- Supermarket or clothing vouchers
- Bank transfers or cash in the form of a PayPoint cash-out voucher
- Pre-payment energy meter top-up vouchers
- The purchasing of white goods, furniture and other tangible items including kitchen equipment and bedding

The scheme will also signpost residents to the other sources of support that are available to ensure that they can get the maximum level of help.

There may also be the opportunity for referral for advice and assistance with financial, debt and/or welfare benefits to try and address the resident's long-term needs.

Those applying will need to:

- pass identity, fraud and eligibility checks
- live in Oxfordshire at the time of application and award, unless they are being supported by us to live outside of the county
- be aged 16 years or over and not be subject to any UK immigration control.
- for essential household items (e.g. white goods), be in receipt of qualifying benefits.

As part of the decision as to who to support, the following will be considered:

- Risk of or suffering domestic violence
- Whether the individual is of pension age
- Whether there are children in the household
- Pregnancy
- Disabilities
- Homelessness risk / housing instability
- Serious health issues including mental health

How to apply

Any agency or individual can apply online either for themselves or someone they are supporting (with their agreement).

www.oxfordshire.gov.uk/residentsupport

Two applications can be accepted in a rolling 12-month period.



At the point of application we will take the following steps:

1. Identity check with DWP Searchlight system
2. Review of evidence and eligibility
3. Decision made to award or not

If residents do not have online access, free wi-fi and free to access PCs are available through our libraries. Alternatively, residents can apply by telephone on 01865 804171, Monday to Friday, 9am to 5pm, excluding bank holidays.

For non English speakers, our partner NEC are able to provide language support.

The service operates 9am to 5pm, Monday – Friday, except bank holidays.

You can expect the service to meet the following timescales.

- **Crisis grants** (cash/equivalent)
– 1 working day
- **Community care grants**
(Items e.g. whitegoods)
– 10 working days
- **Joint applications** (both)
– 1 working day
- **Emails** – 2 working days
- **Post** – 5 working days

