



## North Yorkshire Local Assistance Fund Update Bulletin for Agencies September 2015



As you will be aware the North Yorkshire Local Assistance Fund underwent a procurement exercise earlier in the year resulting in Connect Assist taking on the contract to administer the Fund from 1<sup>st</sup> October 2015.

We will continue to try and make the transition as smooth and seamless as possible for both Authorised Agencies and applicants.

This update contains important information for you as agencies about changes that have been made to the online form, what you as agents will need to do, and contact details for Charis Grants and Connect Assist.

### **Submitting Applications**

While there will be no break in service this is to notify you that Charis Grants will no longer be receiving applications from **5pm on Friday 25<sup>th</sup> September**.

Applications from **8:30am on Monday 28<sup>th</sup> September** will be received by Connect Assist.

You will be able to access the online form in the same way through our North Yorkshire Partnerships webpage at: [www.nypartnerships.org.uk/nylaf](http://www.nypartnerships.org.uk/nylaf)

If you have a query relating to an application that was submitted before 5pm on Friday 25<sup>th</sup> September, or about an item received from Charis Grants, please contact Charis Grants at: [nylaf@charisgrants.com](mailto:nylaf@charisgrants.com). You will **not** be able to contact them through other means.

### **Changes to the Online Form**

A link, inviting your agency to join the online system will be emailed directly to the email that you have registered your account with. When you click on that link you will be directed to the online form where you will be asked to set your password.

You should alert the other users of your account as to what the new password is. **Future password resets can only be conducted by NYCC and may take some time to be completed.**

There is now search functionality as part of the online form. This is to enable Authorised Agencies to quickly and easily check whether someone has applied before in the previous 12 months and how much entitlement they have remaining. While this has been designed to assist Authorised Agencies please note that it must be used responsibly, and in accordance with Data Protection and privacy legislation. To ensure proper use the search feature is monitored and any account found to be using the search feature inappropriately will be deactivated with further action possible.

The online form has been designed to be as simple and straightforward as possible. To aid applications there are now two online application forms.

The **North Yorkshire Local Assistance Fund Emergency Form** can only be used for applications for food and/or utility awards. Applicants are eligible for two food or utility awards in any 12 month rolling period. Applicants for a first food or utility award should contact the North Yorkshire Customer Service Centre on 01609 780780.

All other applications should be made using the main application form. Applicants can apply for up to three other items, **only one of which can be a white good item.**

### **Connect Assist Contact Information**

As an Authorised Agency if you need to contact Connect Assist to discuss an application you can:-

**Ring** 01443 719592 or,

**Email** NYCC@connectassist.co.uk

Please note that this contact information is for Authorised Agencies only to assist with resolving any issues and Connect Assist will not accept direct applications from applicants.

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Enquiries: [nylaf@northyorks.gov.uk](mailto:nylaf@northyorks.gov.uk)

Public information: [www.northyorks.gov.uk/nylaf](http://www.northyorks.gov.uk/nylaf)

Partner updates: [www.nypartnerships.org.uk/nylaf](http://www.nypartnerships.org.uk/nylaf)