



North Yorkshire
County Council

North Yorkshire Local Assistance Fund

Stakeholder Workshop
22nd October 2015



North Yorkshire
County Council

Welcome

Neil Irving

Assistant Director

Policy and Partnerships, NYCC



Aims of the sessions

- Share progress of the Fund (Sep 2014-Sep 2015).
 - Highlight changes implemented since the last workshop.
 - Introduction to Connect Assist.
 - Group discussion – discuss and document key points from agencies about their experiences since the last workshop and first feedback for Connect Assist.
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Session One

Fund overview

Mark Taylor
Policy and Partnerships, NYCC



What issues were raised at the last workshop?

- Some agencies noted they had seen an increase in their capacity, with more people going to the service leading to a greater amount of time taken on applications.
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- Odd incidence of supporting agencies making inappropriate referrals to authorised agencies.

What did we do as a result?

- At the last workshop we agreed that, where capacity issues arise, the agency informs us and we will work together to rectify the issue. We have also placed a greater emphasis on stream lining the online form.
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- We sent out a bulletin reminding partners of the appropriate route for referrals.



Cont'd

- Heavy reliance on an online form especially when access to the internet can be problematic.
 - We worked with Charis Grants to produce a paper copy of the online form. New form is downloadable and printable.
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- Uncertainty about who an applicant can go to if they aren't eligible for a NYLAF application and South Yorkshire Credit Union isn't accessible or cannot help in that instance.
 - We have continued to update our 'other forms of support' leaflet available on our website – biggest addition of Darlington Credit Union.
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- To include Co-op vouchers in the list of food vouchers to help more rural areas.
 - We made numerous representations to the Co-op but they did not want to participate.
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Other developments over the past 12 months

- The cessation of Central Government ring-fenced funding and NYCC's continued commitment to the Fund.
 - The procurement of a new provider
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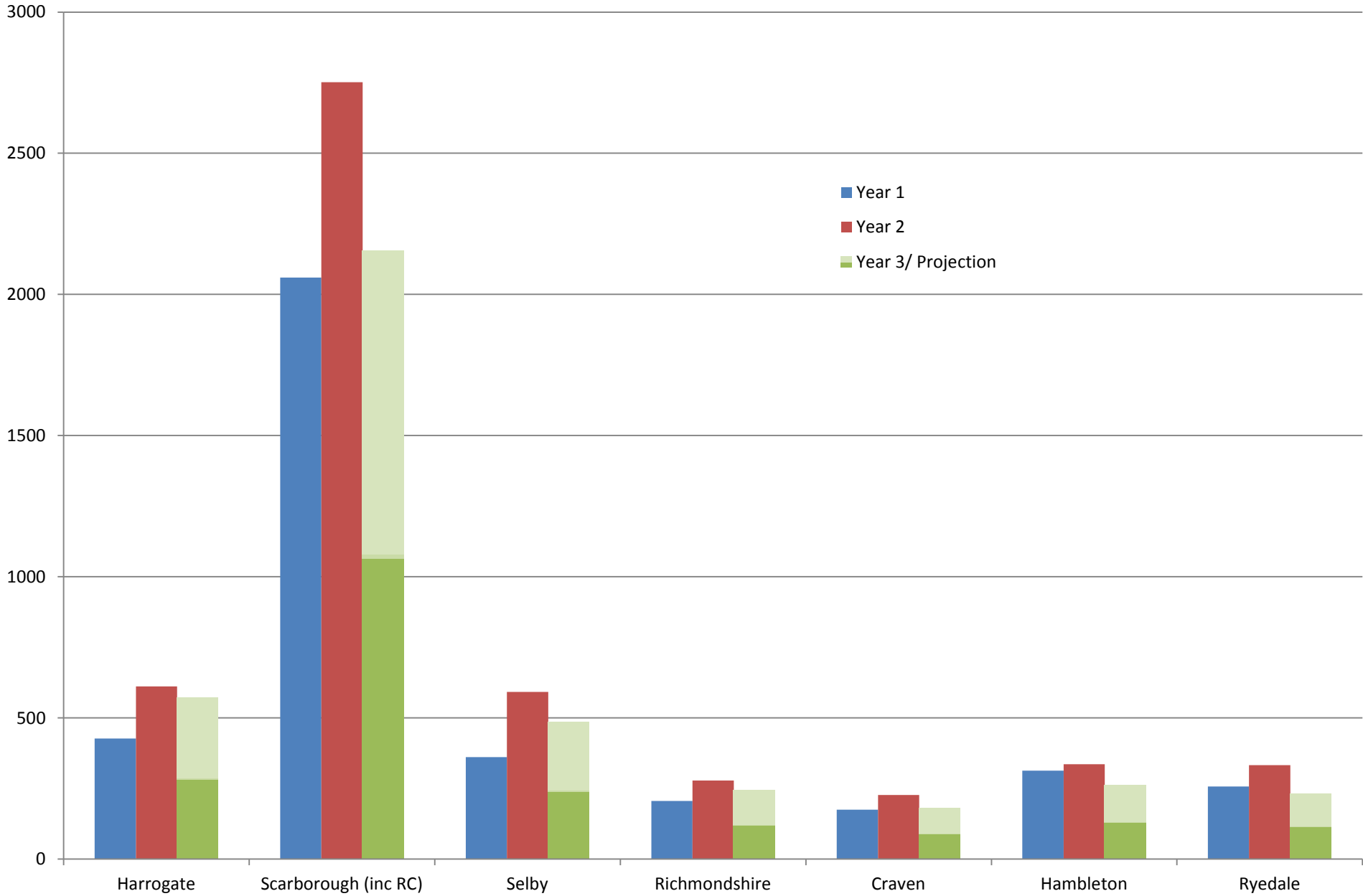


Customers supported by the NYLAF

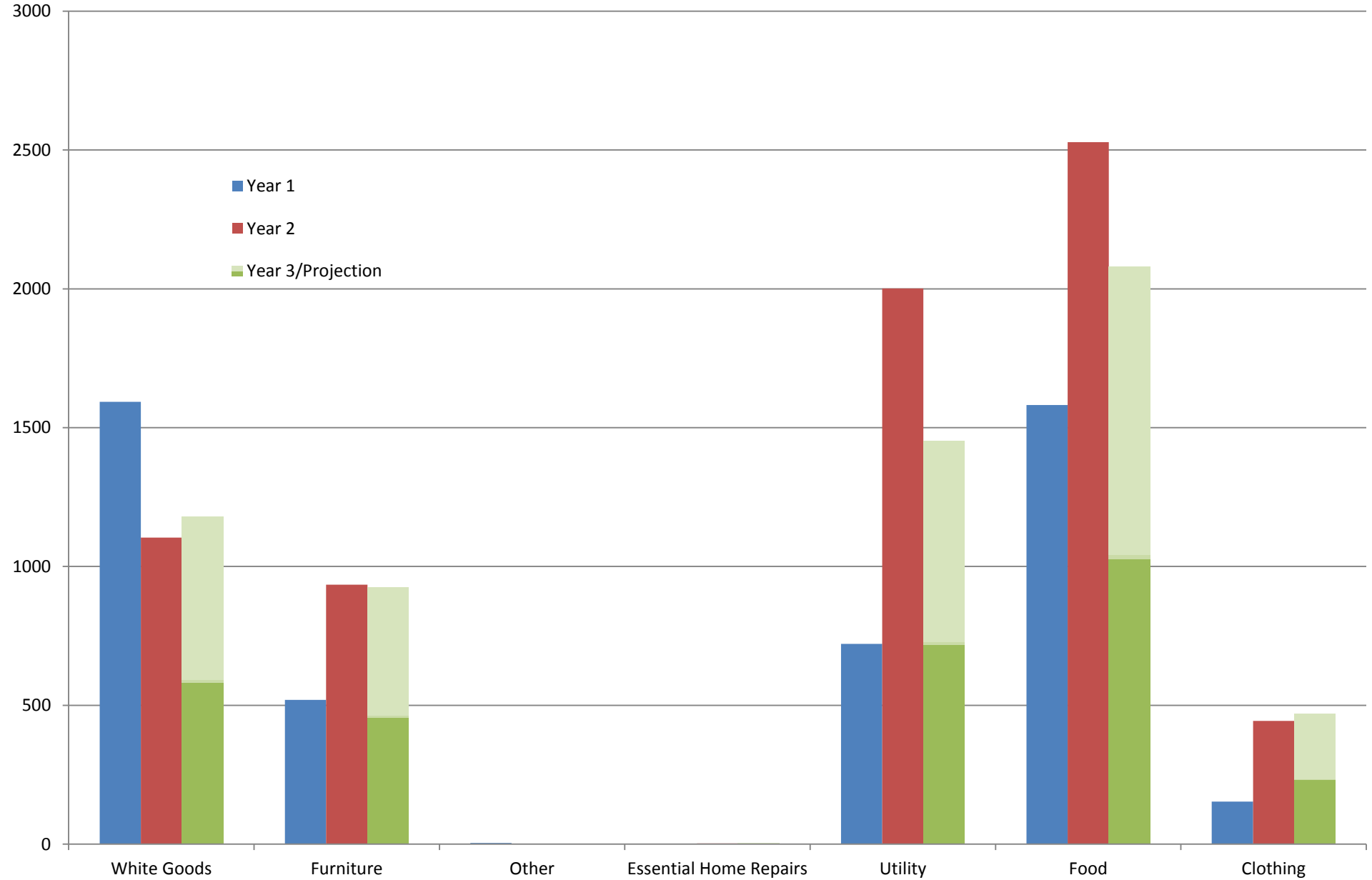
- Year 1 (1 Apr 2013 – 31 Mar 2014)
Applicants – 2,796
Applications – 3,799
- Year 2 (1 Apr 2014 – 31 Mar 2015)
Applicants – 4,773
Applications – 5,130
- Year 3 (6 months - 1 Apr 2015 – 30 Sep 2015*)
Applicants – 1,957
Applications – 2,087

**The final three days of September are projected as figures aren't available yet*

Applications by District

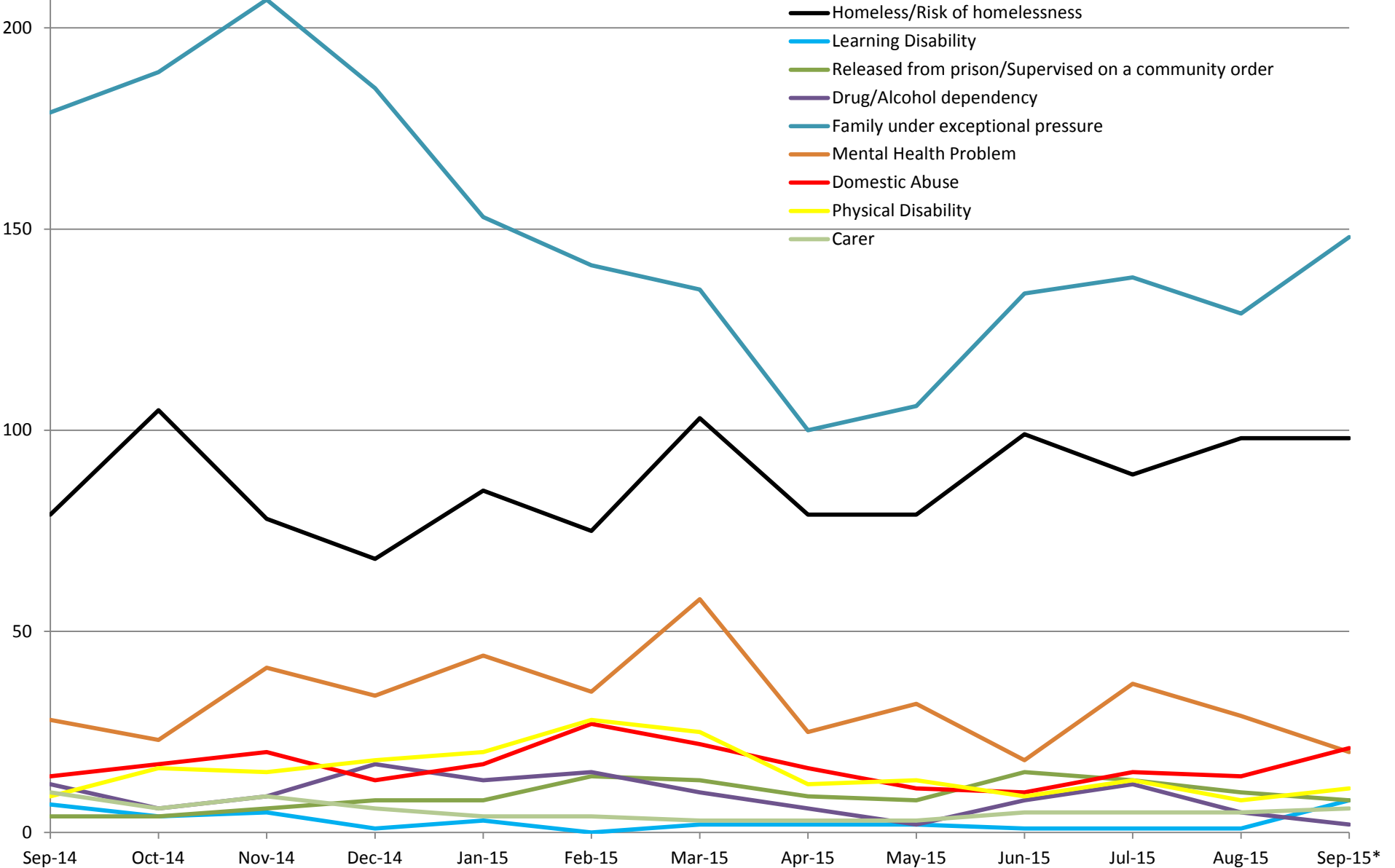


Items Awarded



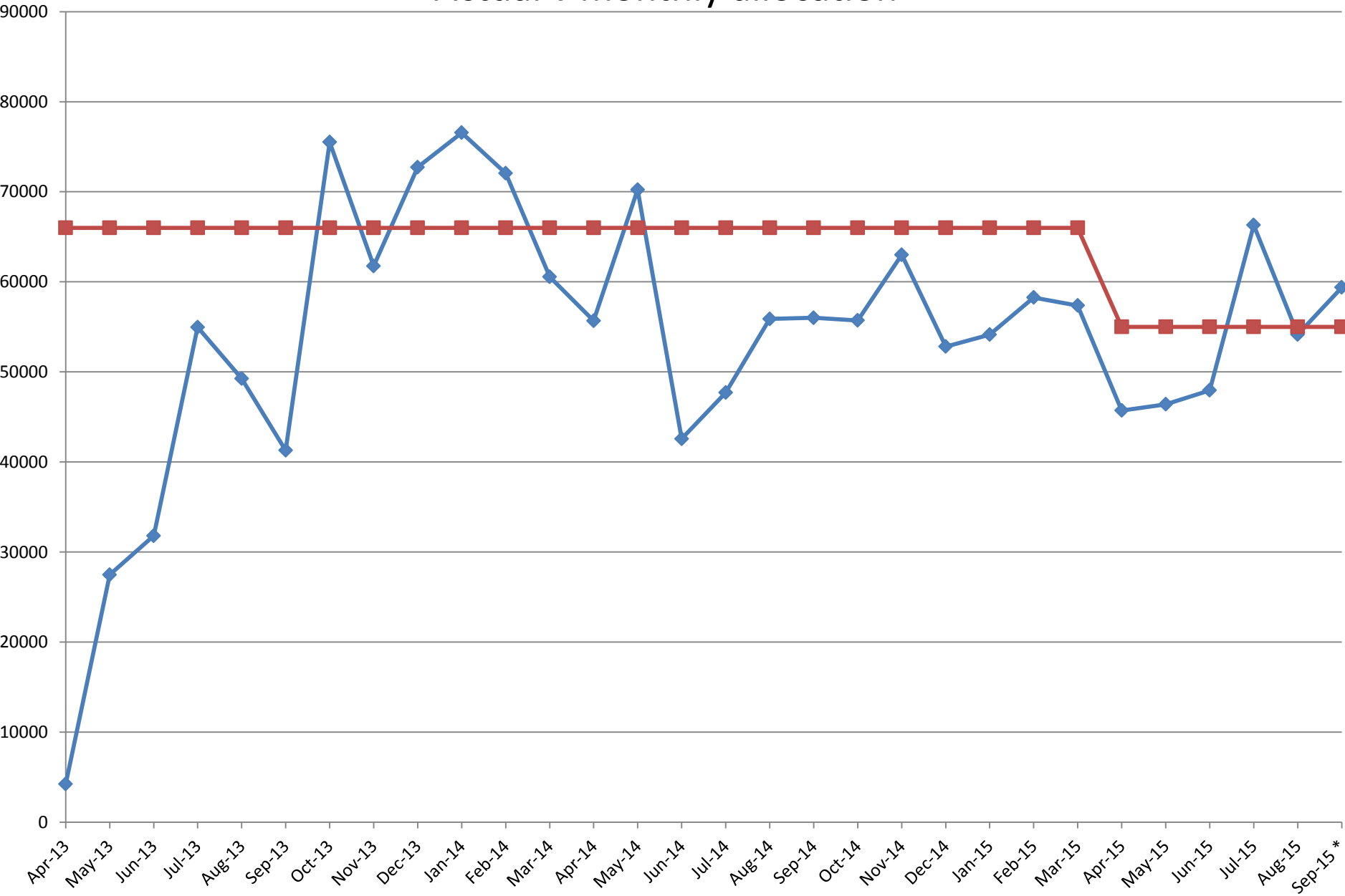
Awards by vulnerability

Not including Rainbow Centre data



Monthly spend

Actual v monthly allocation



Food Awards

- Continue with PayPoint awards as it is. PayPoint voucher posted, emailed or texted over to applicant to exchange for cash to be used. Benefits of speed and possible instant transfer to applicant as well as provision could be used where access to a major supermarket not available. More risk associated with provision of cash.
- Move to food vouchers. There would have to be an earlier cut-off time to post out vouchers which even then could not 100% guarantee a next day delivery. Increased control in that the voucher could only be redeemed in the store, although it can be used to buy anything in store.
- A hybrid system of vouchers and PayPoint. All applications submitted before a set time are sent out through vouchers, after a set time it must be specified how the applicant wants to receive the award – voucher next day or same day email or text.
- A model of greater control, where all food awards are sent to the agency and not the applicant. The agency can then determine what is done with the award and whether a greater level of control is needed, i.e. accompanying applicant to store or doing click and collect online.
- Food parcels. The highest level of control, applicant can only receive food provided. Increased cost of parcels, potential food waste, complex parcel options, potentially longer delivery times than vouchers.



Advanced communication skills for telephone enquiry management

Connect Assist October 2015

Our contact centre Partners



Multi channel Helpline provider.



Give strong customer service

Have staff dedicated to you at all times

Linda Jones

Julie-Ann Lewis

Nicole Gilbert

Lucy Mc Arthur



Source as locally as possible and continue to develop the supplier network

263 applications

102 Emergency requests

broken down as follows

170 approved / Completed

57 awaiting approval

4 rejected

8 in draft

Main requests white goods and beds

£18,383.40p

24 hours Emergencies

48 hours White goods

72 Hours gift cards

Supplier network enhancements
being explored.



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Thank you for coming

Contact: nylaf@northyorks.gov.uk

Public site: www.northyorks.gov.uk/nylaf

Agency site: www.nypartnerships.org.uk/nylaf
