

# WELFARE FUND POLICY

**CA/MAY.2023/REF: P71**



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A registered Scottish Charity No.SCO39891 Registration No: SC321463.  
Registered: Scottish Housing Regulator. Registration No. HCB 161 SC.  
Registered: Financial Conduct Authority - 1818 R(5). Registered under the  
Co-operative and Community Benefit Societies Act 2014.



## **1. AIM OF POLICY**

The aim of the Welfare Fund Policy is to provide an appropriate method of safeguarding Milnbank Housing Association (MHA) residents who are deemed to be in a crisis. The Welfare Fund offers a range of assistance. It will operate on an equitable basis and will be fully transparent at all times.

The Welfare Fund Policy is under the auspice of Milnbank Community Enterprises with the day-to-day operational issues delegated to the Director of Housing & Community Initiatives.

## **2. ELIGIBILITY TO APPLY TO THE WELFARE FUND**

In order to apply for assistance from the Welfare Fund, the resident must be in one of the undernoted categories:

- a) A tenant of MHA or an owner who's property is factored by MPS.
- b) A tenant of a private landlord residing within MHA's area of operation.

Unfortunately, applicants who reside out with MHA's area of operation cannot be considered. However, assistance will be provided on accessing alternative low-cost initiatives (e.g. MHA recycling services or signposting to external agencies).

## **3. METHOD OF APPLYING TO THE WELFARE FUND**

In order to ensure that the objectives of equity and operating a transparent system, all residents who wish to access the Welfare Fund must do so via the following:

- a) Liaise with MHA's Housing Services Officers
- b) Liaise with MHA's Income Maximisation Team
- c) A referral from MHA's Community Engagement Team
- d) A referral from one of MHA's Volunteers

Following an initial discussion with either of the above, all residents who apply for assistance will be required to:

- a) Make an appointment to speak to MHA's Income Maximisation Team (if they haven't already done so) in order to discuss their circumstances to ascertain if there are any unclaimed financial entitlements. This will automatically include assessing eligibility to access the Scottish Welfare Fund.
- b) Liaise with the Community Engagement Co-ordinator to provide any additional assistance that is identified. Assistance will be provided to the claimant until the crisis has been resolved.

## **4. ASSISTANCE PROVIDED**

All requests made to the Welfare Fund will be assessed on an individual basis using information received from the resident and the relevant personnel. For auditing purposes, a confidential note will be completed by the Referrer and approved by the Director of Housing & Community Initiatives to enable the request to be actioned (*Appendix A*), this form will then be passed to the Finance Function for processing. In addition,

receipts are required to be produced (if applicable) in order to provide an expenditure audit trail.

The level and range of assistance may vary and will be dependent on each individuals' circumstances. Although not exhaustive, the following guide aims to provide examples of the type of assistance that may be provided:

- a) A voucher to purchase groceries and/or gas/electricity. Depending upon individuals' circumstances, the amount provided is negotiable.
- b) Household furnishing items that are not available from MHA's Recycling Centre.
- c) Basic white goods
- d) Curtains/blinds
- e) Floor coverings
- f) Payments to cover Universal Credit shortfalls/payment delays
- g) Vouchers for Millie's Café
- h) Assistance with moving house (MHA transfer)

## **5. POLICY MONITORING & REVIEW**

The use of the Welfare Fund will be monitored regularly by Milnbank Community Enterprises Board in order to track the success of assistance that is provided.

The Welfare Fund Policy will be reviewed on an annual basis, or as otherwise deemed necessary, by the Milnbank Community Enterprises Board.

## **6. DATA PROTECTION**

MHA controls the personal information that we collect, this means that we are legally responsible for how we collect, hold and use personal information. It also means that we are required to comply with the General Data Protection Regulations (GDPR) when collecting, holding and using personal information.

**CONFIDENTIAL - MILNBANK COMMUNITY ENTERPRISE WELFARE FUND**

Name:

Address:

Telephone:

No. of Residents within Household:

Outline the assistance required:

Signed (referrer):

Date:

Brief summary of Income Maximisation meeting:

Outcome of Welfare Fund request:

Signed: \_\_\_\_\_  
(Director of Housing & Community Initiatives)

Date: \_\_\_\_\_