Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	Housing & Wider Role Services Sub-Committee
PREPARED BY:	Chris Chalk (DH&CI)
SUBJECT:	REVIEW OF WELFARE FUND POLICY
DATE OF MEETING:	24 JUNE 2025
APPROVED BY:	Paul Martin (CEO)

WELFARE FUND POLICY

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1. MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2. MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3. LEGAL & REGULATORY COMPLIANCE

The Management Committee leads and directs MHA to ensure good outcomes for its tenants and other service users. The Scottish Housing Regulator's Regulatory Framework Financial & Regulatory, Standard 1 states that the governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. MHA adheres to all relevant legal requirements associated with this policy.

4. POLICY INTRODUCTION

The Welfare fund Policy was introduced to help tenants and residents within our area of operations in times of financial hardship. The policy details how this fund will be managed and who it can be accessed by. It also lays out the management of the fund to ensure good governance and transparency.

5. PRINCIPLES OF THE TRAINING & DEVELOPMENT POLICY

MHA's Welfare Fund Policy aims 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 always be fully transparent.

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

6. ELIGIBILITY TO APPLY TO THE WELFARE FUND

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

a) A tenant of MHA or
b) An owner who's property is factored by MPS.

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

7. METHOD OF APPLYING TO THE WELFARE FUND

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 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) 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.

8. 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, this form will then be passed to the Finance Function for

processing. In addition, receipts are required to be produced (if applicable) 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.
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)

9. EQUALITY & HUMAN RIGHTS

MHA's is committed to equal opportunities, and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

10. DATA COLLECTION

MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

11. POLICY MONITORING & REVIEW

The Welfare Fund Policy be reviewed by the on a triennial basis, or as otherwise deemed necessary.