

Emergency Assistance Fund Policy

Purpose:	To establish the Association's responsibility for distributing allocated Emergency Assistance fund.
Review Date:	New Policy
Next Review Date:	October 2026
Guidance:	Association's Rules
Regulatory Standards:	<p>Standard 2 - The RSL is open and accountable for what it does. It understands and takes account of the need and priorities of its tenants, service users and stakeholders and its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 3 - The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.</p> <p>Standard 5 - The RSL conducts its affairs with honesty and integrity.</p>
Connected Policies	Anti-Fraud, Bribery & Corruption Policy Complaints Policy Equality & Human Rights Policy Privacy Policy
PRWG Meeting:	3 October 2023
Board Approval:	28 November 2023
Publish on the Website:	Yes

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1 INTRODUCTION

- 1.1 DPHA is committed to the principles of good corporate governance and sustainability and to developing fair and consistent policies, procedures and practices.
- 1.2 This policy document covers the distribution of the Association's Emergency Assistance Fund and the mechanisms for awarding grants to tenants.

2 PRINCIPLES

- Any grant made, is compliant with the Association's policy, procedures and Rules.
- Any grant is made in good faith and there is a valid charitable purpose for the award.

3 PURPOSE

- 3.1 The purpose of this policy is to set out clear guidelines and procedures about:
- How the Association will identify need and fairly distribute funds;
 - How the Association will respond to requests for a grant from the emergency assistance fund;
 - Who, within the Association, will be responsible for authorisation & delivery of the fund.

4 RULES

- 4.1 The Association's objectives, as a registered social landlord and a registered Scottish charity, are set out in its Rules and read as follows:

"Objects

2. *The objects of the Association are:*

- 2.1 *to provide for the relief of those in need by reason of age, ill-health, disability, financial hardship or other disadvantage through the provision, construction, improvement and management of land and accommodation and the provision of care; and*
- 2.2 *any other purpose or object permitted under Section 24 of the Housing (Scotland) Act 2010 which is charitable both for the purposes of Section 7 of the Charities and Trustee Investment (Scotland) Act 2005 and also in relation to the application of the Taxes Acts."*

5 AWARDING FUNDS

- 5.1 Revenue funds will be agreed annually, by the Board and as part of the budget process, to support Wider Action.

- 5.2 The fund at this time is £1,000 to be allocated at a maximum of £50 per award.
- 5.3 The Customer Services Manager will report back to the Board on awards made.
- 5.4 Awards should be approved by two Housing Officers or one housing officer & Customer Services Manager, using the form provided (Appendix 1)

6 APPLICATION CRITERIA

- 6.1 When considering requests for support, one of the following objectives must be met:
- The applicant should present in hardship with no alternative means to heat or eat at that point in time.
 - No immediate access to food banks, fuel vouchers or other known resources.
 - A referral to the Tenancy Sustainment Officer & Energy Advisor should be made in all cases.
- 6.2 The aims of the Emergency Assistance Fund are to:
- Alleviate the distress and anxiety caused by having no immediate funds to meet basic needs.
 - Raise the profile of DPHA and our tenancy sustainment initiatives.
- 6.3 Applications are accepted from tenants in good faith.

7 EMERGENCY ASSISTANCE FUND PROCEDURE

- 7.1 Each year the Board will agree the amount the Association will include in its budget for the Emergency Assistances Fund.
- 7.2 The Customer Services Manager will ensure that a register is maintained of all applications received and funds given.
- 7.3 When an application for funding is considered the Housing Officer will ensure:
- That the recipient has not had more than 1 award within the last financial year.
 - That a maximum of 2 awards are given to any one person each financial year.
 - That a referral has or is made to both the Tenancy Sustainment Officer and Energy Advisor @ WD Community Links. A referral should also be made to CAB Welfare Rights Officer where applicable.
 - Due to the nature of the Emergency Assistance Fund a cash award to a maximum of £50 should be awarded from Petty Cash once the application has been approved by two members of Customer Services Team (2 Housing Officers or 1 Housing Officer & the Customer Services Manager).

8 MONITORING AND REVIEW

- 8.1 A register of applications made, and awards/funds granted must be maintained for auditing purposes.
- 8.2 On a quarterly basis, the Customer Services Manager will prepare a summary report which will be presented to the Board providing details of the amounts and the reason for all awards paid out of the Emergency Assistance Fund. This information will be contained within the quarterly performance report to the Board.

9 ANTI FRAUD, BRIBERY & CORRUPTION

- 9.1 Applications for funding will be accepted in good faith.
- 9.2 DPHA has an Anti-Fraud, Bribery and Corruption Policy and the requirements of the policy should be fully recognised when implementing this policy.

10 BREACHES OF THIS POLICY

- 10.1 If an employee knowingly breaches the conditions of this policy, this will be grounds for disciplinary action.

11 REVIEW OF POLICY

- 11.1 This policy will be reviewed by the Board every 3 years or earlier if required.

12.0 EQUALITY AND HUMAN RIGHTS

- 12.1 We are committed to promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all. This is reflected in our Equality and Human Rights Policy.

13.0 COMPLAINTS

- 13.1 Although we are committed to providing high levels of service, we accept that there may be occasions where you may not be not satisfied with the service you have received from us. We value all complaints and use this information to help us improve our services. Our Complaints Policy describes our complaints procedure and how to make a complaint.

14.0 DATA PROTECTION

- 14.1 We will treat personal data in line with our obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will

be used and the basis for processing your data is provided in our Customer Fair Processing Notice.

APPENDIX 1:

PROCEDURE ON THE AWARDING OF FUNDS

This procedure should be read in conjunction with the Emergency Assistance Fund Policy.

1 Application criteria

1.1 When considering requests for support, the following objectives are applied:

- The application must be from a tenant of DPHA and further the objects of the Association wish are to provide for the relief of those in need by reason of extreme financial hardship.
- The associations' tenants should receive a direct benefit from the donation.

1.2 The following criteria are applied:

- No account will be taken on the balance owed to DPHA in respect of arrears or rechargeable repairs.
- Only two applications every 12 months (over a rolling period), per tenant will be considered.

2 Applying for Funds

2.1 When we receive a request for financial assistance it will be on the onus of the Housing Officer to consider validity for assistance through the Emergency Assistance fund.

2.2 The form at Appendix 2 should be completed immediately and authorised by two Housing Officers, or by the Customer Services Manager (or another member of the Leadership Team) if 2nd Housing Officer unavailable.

2.3 A cash award of £50 should immediately be given to the tenant in need, this should be taken from Petty Cash and clearly identified as Emergency Assistance Fund payment.

2.4 Records to be updated.

3 Registers

3.1 The details of the application, decision and amount of any funds granted will be recorded on the Emergency Assistance Funds register.

3.2 The details of any declarations of interest from applicants requesting a grant will be recorded on the Declarations of Interests Register.

APPENDIX 2

EMERGENCY ASSISTANCE FUND APPLICATION			
NAME			
ADDRESS			
Summary of conversation and primary reason for application			
CHECK REFERRALS	REFERRAL AGENCY	REFERRED ALREADY (within last 4 weeks)	TO BE REFERRED
	Tenancy Sustainment Officer	YES / NO	YES / NO
	CAB – Welfare Rights	YES / NO	YES / NO
	Energy Advice Service	YES / NO	YES / NO
DATE OF PREVIOUS AWARDS (check register)	DATE/S OF PREVIOUS AWARD		
AUTHORISED AWARD	HOUSING OFFICER / CUSTOMER SERVICES MANAGER	DATE	
Signature			
Signature			

RECEIPT	<p>I acknowledge receipt of £..... cash.</p> <p>SIGNED (Tenant)</p> <p>DATE :</p>
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