Dear Mr Norris

**Freedom of Information Request**

I am writing in response to your Freedom of Information request, dated 8 July 2014, in which you sought the following information regarding:

**Hampshire County Council’s Local Welfare Assistance scheme**

*Any and all guidance, instructions and training materials, both published and internal, concerning the eligibility criteria, decision making process and priorities which are used to decide applications to the Local Welfare Assistance scheme.*

Hampshire County Council does not operate an applications based awards process therefore any documentation pertaining to awards does not exist.

In Hampshire, we work with a network of providers who are signposted to, to provide information, advice and support to individuals in crisis. In circumstances where crisis is identified that requires cash / goods /vouchers from Local Welfare Assistance (LWA), the network of providers signed up to work with us can provide this resolution through LWA arrangements based upon their professional integrity and decision making processes.

Please see our website (Hantsweb) for further details of how Local Welfare Assistance works in Hampshire

http://www3.hants.gov.uk/local-welfare-assistance

The Hampshire Crisis Information and Advice Line have the ability to make payments of cash or provide good and vouchers if there is enough evidence of a risk to health and safety and / or wellbeing identified through their conversations. Again this is at the discretion of advisers and some cases will come back to us for an overall decision. We have tried to reduce the remote processing side of providing support to individuals and families to ensure money is spent on those in real need and that an attempt is made to
address the reasons for an individuals crisis beyond simply providing a critical intervention alone.

Please note that LWA arrangements will change dramatically from April 2015 given recent ministerial funding decisions.

Regards

Adult Services Departmental FOI Coordinator

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of receiving your response, and should be addressed to Head of Information Compliance, Chief Executive’s Department, The Castle, Winchester, SO23 8UJ or emailed to foi@hants.gov.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner at the following address, Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.