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this form by email once completed.

Wokingham Borough Council  
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Main Switchboard Tel: (0118) 974 6000  
Website: [www.wokingham.gov.uk](http://www.wokingham.gov.uk)  
Email: [benefits@wokingham.gov.uk](mailto:benefits@wokingham.gov.uk)



**WOKINGHAM**  
**BOROUGH COUNCIL**

## Application for Non-Emergency Local Welfare Provision (LWP)

Date of Issue:		Claim reference number:	
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The LWP is a scheme run by WBC to help people who are in an unforeseen crisis or emergency situation and where additional financial assistance would help prevent the situation from escalating. Awards are made in the form of grants and are currently not repayable to us.

All awards are discretionary and subject to our qualifying criteria.

The DHP fund is cash limited and not all applications will be successful.

To help us decide whether you should get help, please answer all of the questions on this form. If you do not, it may delay us making a decision.

**How did you find out about the LWP scheme? (tick which apply)**

- ☐ Tenancy Support Officer
 ☐ Transform
 ☐ Citizens' Advice  
☐ WBC Benefit team
 ☐ DWP
 ☐ Other (please give details below)

Part 1 – About You		
Your full name:	Date of birth:	Nationality:
Current Address:		
Post code:		
Phone number:	Email:	
National Insurance number:		
Are you subject to any restrictions in applying for public funds?      Y      /      N		
Your partner's full name:	Date of birth:	Nationality:
Phone number:	Email:	
National Insurance number:		
Are they subject to any restrictions in applying for public funds?      Y      /      N		
How long have you lived at your current address?		
Previous address:		
Post code:		

<b>Part 2 – About your household</b>		
Who lives in the property with you? Please provide their name, age, relationship to you and any income they receive		
Is anyone in your household pregnant? If yes, please state who and the expected due date		
Are you being supported by anyone? If so, please supply their name, address and organisation they work for.		
Are you happy for us to contact them to discuss your application?	Yes	No

<b>Part 3 – Your address and property details</b>		
Is your request for the property you currently live in?	YES	NO
If no, what is the proposed new address (with postcode)?		

<b>Please explain why you are not claiming for your current accommodation e.g. fleeing domestic violence, leaving care/prison, homeless etc.</b>			
<b>When are you moving to your new address?</b>			
<b>Do you rent the home that you wish to claim for?</b>	YES	NO	
<b>Name and address of landlord</b>			
<b>Please state the type of tenancy e.g. private landlord, council property, housing association, refuge, hostel etc</b>			
<b>Please state the type of accommodation you are moving to e.g. bedsit, caravan, house share, staying with relatives, house, room etc</b>			
<b>How is the property being let?</b>	<b>Furnished</b>	<b>Part furnished</b>	<b>Minimally furnished</b>
	<b>White goods only</b>	<b>Unfurnished</b>	

#### Part 4 – Other household and health details

<b>Are you or anyone else in your household, waiting for a grant or loan from any other source? E.g. budgeting loan? If yes, please give details</b>	
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<b>Do you or anyone else in your home suffer any health or disability issues?</b>	<b>YES</b>	<b>NO</b>
<b>If you have answered yes, please state for who and what the health or disability issues are and enclose any supporting evidence with this form e.g. medical certificates, doctor's letter etc)</b>		
<b>Are you leaving (or recently left) care or an institution (if yes, we will be in touch for further information)</b>	<b>YES</b>	<b>NO</b>
<b>Are you, or anyone in your home experiencing domestic violence?</b>	<b>YES</b>	<b>NO</b>
<b>Please can you provide us with details of your current household circumstances or situation e.g. have you been affected by a disaster such as a flood or fire? Has there been a relationship breakdown? Would a grant improve your living conditions or help you to stay in your home, and how? Do you need help moving to more suitable accommodation? You should give as much information as possible to help us understand the nature of your current situation.</b>		

**N.B.** If you are eligible to apply for a Budgeting Loan from the DWP, you must apply. We will always assume that you will qualify for one unless you provide evidence otherwise. If you are a family that is looked after by Childrens' Services, you may be able to get financial help by approaching them directly under what is called Section 17.

<b>Part 5 – Reason for/nature of current crisis</b>		
Please indicate the main reason for your current crisis:		
Benefit changes	Homeless	Low income
Benefit delays	Debt	Delayed wages
Unemployed	Sickness	Refused STBA (short term benefit award)
Domestic violence	Benefit sanctions (please state reason for sanction and provide evidence)	Other (please explain)
<b>Have you applied for LWP before?</b>	YES	NO
<b>If this a repeat claim, please state when you last applied and what actions you have taken to address the situation that you originally asked for help with?</b>  <b>Please provide as much detail as possible so that we can understand your exceptional circumstances.</b>		

<b>Part 6 – What items or help do you need?</b>		
<b>Do you need help with travel?</b>	YES	NO
<b>If yes, please state reason for travel e.g. to visit sick relative, attend a hospital appointment</b>		
<b>Tell us about the journey – how do you intend to travel e,g, car, bus, rail?</b>		

Please also provide details of the journey, including destination, mileage, expected cost		
Do you need help with significant arrears of fuel costs such as gas or electricity?	YES	NO
Give details of arrears i.e. period covered and the amount		
Please explain how the arrears built up to their current level and what efforts you have made to try and clear them.		
Have you had your gas or electricity disconnected?	YES	NO
Please list any other items that you need in detail e.g. white goods, furniture etc and the reason why. For help with tenancy issues, such as removal fees, deposit, rent in advance, arrears et, please go to Part 7.		
Do you have any savings/capital, for example bank/building society/ISA? Please give the current total balance. (You may be asked to provide evidence of sums stated)		

## Part 7 – Help with tenancy costs

For data protection purposes, we need your permission to discuss your details with your current/prospective landlord or removal company. Sharing information with them could help us deal with your claim more quickly. We will not disclose your personal, household or financial circumstances. If you give consent, we may contact them to confirm details such as the charges stated.

Please sign below if you give your permission:

Signature:

## Removal Costs/Rent in advance or deposit

You must provide evidence of the proposed costs. This should be a minimum of 2 quotes detailing the full costs, including VAT for removals, or evidence from the prospective landlord.

<b>How much help do you need? (state amount)</b>	
<b>When did you first know that you would be moving?</b>	
<b>Have you been in touch with the council's Housing Needs Team? If yes, please state who has been assisting you.</b>	
<b>If you are waiting for a previous deposit to be returned to you, please state how much and when you expect to receive it.</b>	
<b>Give the reasons for why you need to move and why the new property is more suitable for your needs e.g. are you moving to smaller accommodation, is the area better suited to your medical/health needs, or nearer to a family support network</b>	



Rent Arrears		
Do you need help with arrears?	YES	NO
<p>If yes, please tell us why. How did they build up, how much are they and at what stage are any recovery proceedings? Give details of any actions that you have done to try and resolve the issue with your landlord, such as negotiating a reduced rent charge or payment plan.</p>		

Part 8 – About your income and outgoings		
Household income	Weekly £	Monthly £
Wages/Salary Self		
Wages/Salary Partner		
Housing Benefit		
Universal Credit		
Income Support		
Employment & Support Allowance		
Job Seekers Allowance		
Child Benefit		
Working Tax Credit		
Child Tax Credit		
Disability Living Allowance/Personal Independence Payment Mobility		
Disability Living Allowance/Personal Independence Payment Care		

State Retirement pension		
Pension Credit		
Works/Private pension		
Contribution from other adults in the household		
Maintenance		
Other income (please specify)		

<b>Expenditure</b>		
	Weekly £	Monthly £
Rent		
Rent arrears payment (regular extra payments you must make under a court order or as agreed with the landlord)		
Council Tax (including arrears)		
Gas		
Electric		
Water rates		
Food & Housekeeping		
Toiletries		
Clothing		
Childcare		
TV Licence		
Prescriptions		
Mobile phone/s		
Landline phone		
Internet		
Public transport		
Car – Insurance		
Car – Road Tax		
Car – Fuel		
Taxi		

If any of the expenses listed on page 6 are unusually high, please advise why this is:

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**Other expenditure** – please also specify any extra expenditure in relation to health/disabilities

	Weekly £	Monthly £
Life insurance		
Home Contents Insurance		
Maintenance		
County Court/Magistrates Fines		
Satellite/Sky subscriptions		
School meals/meals at work		
Pet costs		
Other		
Other		
Other		
Other		
Other		

**Credit, loans and debts** (please state £)

	Balance owing	Weekly	Monthly
Credit Card 1			
Credit Card 2			
Mail order catalogues			
Store Cards			
Personal Loan			
Other			
Other			
Have you contacted any of the above to discuss reducing your payments, or been in touch with a debt advice service?	Yes	No	

<b>DWP/Pension Service deductions from benefits (Attachment of Benefit – AOB)</b>		
	Weekly £	Monthly £
Water		
Social Fund/Budgeting Loan		
Short term budgeting advance		
Gas		
Electric		
Fines		
Benefit overpayment		
Rent arrears		
Council Tax arrears		
Other (please specify)		
When did the AOB start, and end?	Start:	End:

### Part 8 – Payment

We will pay LWP to whomever we decide to be the most appropriate recipient and via the most appropriate method.

Some awards for costs such as rent or removal fees will always be payable to the 3rd party provider. If this is the case, we will contact them directly to obtain any relevant payee details.

### Part 9 - Declaration

I /we declare that the information I/we have given on this form is correct and complete. I/we will be liable to repay any overpayments that occur should any of the information given on this form prove to be false or incorrect and you may take action against me/us. This may include court action.

I /we give you permission to use any information you have collected from my/our Housing Benefit/Council Tax Reduction application, to help decide whether Local Welfare Provision can be granted. You may check some of the information with other sources as allowed by law.

You may use any information I/we have provided in connection with this and any other claim for Social Security benefits that I/we have made or may make. You may give some information to other government organisations, if law allows this.

If you would like more information about how the Council uses your data, please see our Privacy Notices, which are available at <http://www.wokingham.gov.uk/privacy/>. Any data deemed to be sensitive personal data (special categories of personal data) will only be disclosed to 3<sup>rd</sup> parties where necessary to establish entitlement or otherwise as required by law.

I/we understand that I/we must inform you straight away if there are any changes in my/our circumstances.

<b>Signed by:</b>	
<b>Date signed:</b>	

<b>If you have not completed this form, the person who filled it in on your behalf must complete this section.</b>	
<b>I have filled in this form on behalf of:</b>	
<b>They cannot fill in this form because:</b>	
<b>My name is:</b>	
<b>Relationship to the person applying</b>	
<b>I have read each question and recorded the answers given. As far as I know they are true and complete.</b>	
<b>Your signature:</b>	
<b>Date signed:</b>	
Please return the completed application form to the address on the front page as soon as possible.	

## Equalities Monitoring Questionnaire:

We would like to find out more about those who do and do not use our services. We want to ensure that our services are accessible to, used by and useful to people from all sections of society, and will take steps to address gaps and barriers once we know about them. Answering these few questions will help us to do this.

<b>Gender – what is your gender?</b>
<input type="checkbox"/> Female
<input type="checkbox"/> Male
<input type="checkbox"/> Prefer not to say

<b>Ethnic group – what is your ethnic group?</b>
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<b>Asian/Asian British:</b>
<input type="checkbox"/> Bangladeshi
<input type="checkbox"/> Indian
<input type="checkbox"/> Pakistani
<input type="checkbox"/> Chinese
<input type="checkbox"/> Any other Asian background Please specify.....

<b>Mixed/Multiple Ethnic Group:</b>
<input type="checkbox"/> White and Asian
<input type="checkbox"/> White and Black African
<input type="checkbox"/> White and Black Caribbean
<input type="checkbox"/> Any other Mixed/Multiple ethnic background Please specify.....

<b>White:</b>
<input type="checkbox"/> English/Welsh/Scottish/Northern Irish/British
<input type="checkbox"/> Irish
<input type="checkbox"/> Any other White background Please specify.....

<b>Black/African/Caribbean/Black British:</b>
<input type="checkbox"/> African
<input type="checkbox"/> Caribbean
<input type="checkbox"/> Any other black background
Please specify.....
<b>Other Ethnic Group:</b>
<input type="checkbox"/> Arab
<input type="checkbox"/> Any other ethnic background Please specify.....
<input type="checkbox"/> Do not wish to declare ethnic group

**For advice about tackling debt, you may wish to consider contacting one of the following:**

Citizens Advice – Contact the local office:

Visit the website – [www.citizensadvicewokingham.org.uk](http://www.citizensadvicewokingham.org.uk)

Freephone – 0800 278 7958

Money Advice Service - Tel: 0800 138 7777 or visit their website  
[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

National Debtline - Tel: 0808 808 4000 or visit their website  
[www.nationaldebtline.org](http://www.nationaldebtline.org)

Stepchange - Tel: 0800 138 1111 or visit their website [www.stepchange.org](http://www.stepchange.org)

The list above is an example of sources of help - other debt advice services are available.

**Other sources of help:**

Home Start UK - a source of help for families:

Wokingham District - Tel: (0118) 988 8025 or visit their website at  
[www.home-start.org.uk](http://www.home-start.org.uk)

Turn2us - a charity that helps people in financial need to access welfare benefits, charitable grants and other financial help. Visit their website at  
[www.turn2us.org.uk](http://www.turn2us.org.uk)

Transform Housing & Support - support for people in their own homes with housing related issues:

Tel: (0118) 978 7750, email: [wokingham@transformhousing.org.uk](mailto:wokingham@transformhousing.org.uk) or visit their website [www.transformhousing.org.uk](http://www.transformhousing.org.uk)