Crisis & Resilience Fund (CRF) - Resettlement Grant Guidance

1. Purpose

This guidance sets out how Barnsley Metropolitan Borough Council (the Council) will administer a Resettlement Grant scheme in line with Government Crisis & Resilience Fund (CRF) guidance to support households in providing essential white goods. Please note each case will be taken on its own merits.

2. Legal Framework

The Council's Crisis and Resilience Fund operates as a discretionary local welfare scheme delivered under the General Power of Competence in section 1 of the Localism Act 2011 and funded by a section 31 Local Government Act 2003 grant, subject to Government grant conditions and CRF guidance.

3. Introduction

The Resettlement grant scheme is to support vulnerable residents in financial crisis with the cost of essential white goods to help with the move into new accommodation in the community.

This will be aligned to the Council's key principles of tackling inequality, deprivation and promote social cohesion across all communities.

The scheme will aim to address customer needs before they escalate and then require more costly interventions from targeted and specialist services.

The scheme will help with the purchase of essential white goods and/or furniture required to set up a new home after a period of living in an institutional setting or after an unforeseen event.

4. Key Principles

The main principles of the scheme as administered by the Council are:

- Support vulnerable people in financial crisis.
- Help people in exceptional circumstances.
- Support vulnerable young people in the transition to adult life.

- Keep families together.
- Help vulnerable people through personal crisis and difficult events.
- Support people affected by domestic violence and fleeing their home.
- Support residents being rehoused/resettled into new accommodation from supported housing, secure accommodation, hospital, or residential care.
- Support people leaving prison or a young offender institution.

5. Who can apply for a Resettlement Grant?

It is expected that applications for support will be made through a 'trusted partner' as it is deemed that applications will be made in advance of the need for help and as part of a planned programme to move someone into a new property.

Trusted partners will be those departments, organisations, and charities who, on behalf of the individuals, routinely provide support and guidance to their clients. Such applications should be made with the individual's explicit consent. Providers could include Citizen Advice, Credit Union, health and social Care providers, Probation Officers and other advocacy and support agencies. They will need to support their applicant to apply and gather the necessary information and evidence to support a full application.

6. Making an application for Resettlement Grant

An application for assistance must be made by completing an on-line application form which is available on the council's website.

The application must be made from a 'trusted partner' as detailed below:

- Citizen Advice Barnsley
- Community First Credit Union
- Health and Social Care Providers
- Probation Service
- Berneslai Homes Support for Tenants
- Homeless and housing advice
- Other advocacy and support agencies

A valid and signed tenancy agreement will be required before any claim can be considered.

The council may request any evidence reasonably required in support of an application for example bank statements, payslips, or Universal Credit Journal entries. The Council may verify the information/evidence supplied where necessary.

Information provided may be shared with other council departments and/or external organisations, such as Department for Work and Pension, to check information, protect public funds and to identify any additional help and support that might be available.

If you require assistance in completing the form, please contact the Council on 01226 787787, option 3, to discuss the available options.

Deaf customers can also request help in completing the form by texting ‘help to complete a form’ to 07984 404029.

7. Qualifying Criteria

To be eligible for help you must:

- have signed up for a new tenancy in the Barnsley area within the last 4 weeks
- have not received any previous essential items from the resettlement scheme
- be aged 16 or over, have no one getting child benefit for you and not be in full-time education.
- have a household income of less than £16,190 a year, or receive one of the following benefits:
    - Universal Credit, with an annual net earned income threshold of less than £7400
    - Job Seekers Allowance (Income Based)
    - Employment and Support Allowance (Income Based)
    - Income Support
    - Pension Credit

In addition to the above applicants must also meet at least one of the following criteria:

- Be fleeing domestic abuse.
- Be homeless or have recently experienced homelessness.
- Be a care leaver.
- Have been affected by a disaster or emergency.
- Be leaving prison, a young offenders institution, or another detention setting

8. Making an Award

The scheme has limited funding and once this is exhausted no further awards will be made.

- No cash awards will be made. Awards will be made by the ordering and delivery of goods.
- The amount that can be paid out by the council in any financial year will be determined by the amount of Funding allocated from the CRF.
- If the fund has been exhausted for the respective financial year, there will be no further awards.

Due to the limited budget a small number of essential items will be provided, based on eligibility and evidence of need including:

- Fridge/freezer
- Bed frame for each household member
- Mattress
- Cooker/microwave
- Washing machine

Decisions in relation to making an award will be made at the following level:

Award	Finance Officer
Review of a decision	Finance Officer (Who did not make the original decision)
Further review	Finance Team Leader
Complaint	Operational Finance Manager

A Finance Officer will decide as to an award based on the criteria set above.

Repeat requests will not be considered unless the resident can demonstrate that the situation has worsened significantly, or a substantial period of time has elapsed.

9. Notification and Reconsideration

Once a decision has been made on whether an application has been successful or not, the applicant will be advised in writing or email of the outcome and reasons for the decision. If successful, details of the award will be provided.

There is no right of appeal against this scheme. However, in the interests of transparency, the Council will provide a process for reviewing decisions where an award has not been made.

You may ask us to look again at our decision if you disagree with the following:

- A refusal to award a Resettlement Grant.
- The decision to award a reduced number of white goods, than you requested.

An applicant (or their appointee) who disagrees with any of the above should complete a dispute form on-line by going to www.barnsley.gov.uk/dispute-form. This should be done within one calendar month of receiving the written letter informing you of our decision.

The reconsideration of a decision will be completed as detailed in the table in the Making an Award section of this document and notification of the outcome will be confirmed in writing. There is no statutory right of appeal against Crisis Payment decisions made by the Council. However, the right to seek a Judicial Review of the Council's decision is available.

10. Equality and Accessibility

The Council will administer the Crisis and Resilience Fund in accordance with the Public Sector Equality Duty under section 149 of the Equality Act 2010. The Scheme will be delivered fairly, consistently and based on assessed need, with due regard to eliminating

discrimination, advancing equality of opportunity and fostering good relations. Reasonable adjustments will be made where necessary to ensure equitable access, and the Scheme will be kept under review to ensure compliance with equality duties.

11. Fraud and Error

Where the Council believes that an attempt to secure a Resettlement Grant has been made fraudulently or as a result of error, the Council will take appropriate action. In cases of suspected fraud, the matter will be reported to the proper authorities and legal proceedings may be initiated against those alleged to have made a fraudulent claim. Where an error has occurred, steps will be taken to rectify the situation in line with Council procedures.

12. Privacy

Barnsley Metropolitan Borough Council collects and processes personal information when you apply for support from the Crisis & Resilience Fund. This information is processed by the Council's Benefits, Taxation & Income Service, within the Finance Business Unit, in line with the Council's Benefits, Taxation & Income Privacy Notice.

We collect personal information such as your name, address, contact details, household circumstances, income and expenditure information, and where relevant, information relating to health or vulnerability. This information is required to assess eligibility, determine the level of support to be awarded, prevent fraud, and ensure public funds are administered lawfully and fairly.

Your information is processed under the Council's public task to administer local welfare support and related financial assistance. We will only collect information that is necessary for the purpose of administering the Crisis & Resilience Fund and will retain it in accordance with the Council's retention policies.

Information provided may be shared with other council departments and/or external organisations, such as Department for Work and Pension, to check information, protect public funds and to identify any additional help and support that might be available.

Review Frequency:	Annually
Date of last Review:	1st April 2026