

**Crisis and Hardship Grants - Request Form**

**Please use this form when requesting a Crisis and Hardship Grant. Approval must be given by a Manager within Resident and Community Investment (Grants and Social Value Manager, Tenancy Sustainment Manager and Team Leaders, Community Connector Manager or the Head of Resident and Community Investment before raising any payment.**

**Initial approval can be given by telephone then followed up with this form. Please email the form to the Manager and to** **grants@livewest.co.uk**

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| **Resident Name, Address & Contact Number:** |  |
| **Staff Member Name & Team:** |  |
| **Name of Manager who approved the grant:**  |  |
| **Amount:*****Has the resident received a Crisis and Hardship Grant in the last year?*** |  |
| **Date:**  |  |

1. **Please provide details of the person or family’s situation and how this grant will address their crisis?**

Please give a detailed explanation of how the crisis occurred explaining the circumstances that has led to an unforeseen incident, medical emergency or change in circumstances and how this has impacted on them.

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1. **What other funding or support has been sought? Including food banks and other local crisis funds? What other organisations or agencies have been approached and is anything already in place?**

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1. **Has the tenant got any history of arrears, ASB, neighbour disputes or enforcement action? What plans and mitigation steps have been put in place?**

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1. **Item/s & payment method**

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| **Description (breakdown of cost)** |
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| **Method of payment: (please tick)** |
| * **\* Preferred payment method: LiveWest Procurement Card**

(card holder name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*Grants Officer will confirm cost code for the payment and grant reference, which must be used on the NatWest system.* **Please Cleary state on Natwest in the item description the grant reference and what was purchased.*** **BACS Payment to resident** (Grants Officer to raise)

(Please confirm bank account details for resident and provide a scanned copy of bank card/ statement which clearly states name of account holder, sort code, account number)* **Cheque payment to resident** (Grants Officer to raise)

Full name for bank account(must be resident’s bank account) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. **Referral made to Tenancy Sustainment Team for additional support: Y/N**

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| **If a referral has not been made, please state the reason why:** |