



## Resident Support Scheme (RSS) - Customer/Recommender and Referrer Declaration

I declare and agree with all of the following:

1. I declare that the information I have given on this form in respect of this grant application is correct and complete.
  2. I am aware that any false information provided may result in action being taken against me including prosecution.
  3. I give consent for this information to be passed onto the Resident Support Team to process my application. I am aware that the information I have provided will be verified against existing records within the council, other councils and government agencies.
  4. I give consent for this information to be passed to all Departments within the London Borough of Islington (LBI).
  5. I give consent for my information to be held on computer.
  6. I give consent for this information to be used in relation to claims for other social security benefits. I am aware that this information may be given to other government organisations if the law allows it.
  7. I understand that I may be visited at my home by an employee of LBI.
  8. I understand that I need to keep receipts for all purchases made with any grant payment from the RSS scheme for one year.
  9. **IMPORTANT INFORMATION:** Please ensure you are available for a visit from the first point of contact within a two-week period. If we are unable to contact you by telephone an appointment will be made for you. Failure to comply will result in your application being cancelled.
- I agree for LBI to refer me to the organisations from Section 14 of the online Recommendation/Referral form.
- I give consent for the originating referral/recommending organisation to be notified regarding the outcome of my application.
10. I consent to my application being shared with the organisation that will be funding the grant that I am applying for to enable them to approve payment where it is appropriate.

Applicant signature		Date	
Print name			

### Recommender/Referrer Declaration

I .....have assisted ..... in completing this online application and have recorded the answers to the questions as given to me by the applicant and uploaded the documents provided by them.

Signature		Date	
Print name			



## Information Sheet

The information provided by the customer will be used to:

1. Ensure correct decisions are made regarding grant awards.
2. Ensure that the Residents Support Scheme (RSS) is not abused.
3. Enable a decision to be made on whether a grant payment can be made.
4. Verify information provided in respect of the grant application.
5. Work out any grant entitlement.
6. Ensure there is correct verification of payments.
7. Verify that there is a need that the RSS scheme should cover.
8. Check that the grant is used for the need identified.
9. Help customers in accessing services that can improve their long-term circumstances and help to build financial resilience.
10. Enable the originating referral/recommending organisation to monitor the progress of the applications they process.
11. All data is held securely and will be processed in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) for more information you can visit the council website [www.islington.gov.uk//about-the-council/information-governance](http://www.islington.gov.uk//about-the-council/information-governance)

## What Happens Next:

### **Crisis Provision Applications – Food/Clothing/Fuel**

- Your application will be sent to the Resident Support Team for consideration.
- Following a decision, the Resident Support Team will try to contact you by telephone and attempt to send you written confirmation of both the outcome of your claim and the arrangements for making an award by the next working day.
- If you are awarded a grocery voucher or clothing voucher it will be posted to you.
- If you are awarded help with fuel costs/re-connection, you will be contacted by Shine. You will need to take evidence of your identity with you and for fuel issues, details of your current fuel arrangements including your utility charge key/card if appropriate.

### **Non-Crisis Provision Applications - Discretionary Housing Payments/Community Care Support**

- Your application will be sent to the Resident Support Team for consideration.
- You will normally be notified of the outcome of your application in writing within 10 working days. It will be longer than this if a household package is requested as a home visit may be required to verify that what is being requested is actually needed.