The Winter Fuel Grant

The WFG is finding that has come into the Local Authority to support families that have been adversely affected financially during the pandemic.

We need the help of frontline workers from CFW and CSC to identify families that are at immediate risk of financial exclusion. One off payments to support them with electricity and gas can be provided (via the Winter Fuel Grant).

I've attached the guidance for referrers and the referral form. Our contact point is Talkzone. All referrals must go via this pathway. Email details are on embedded documents.

Once the referrals start coming in the Talkzone staff will confirm all details have been completed and then forward to Preston's Citizen's Advice who will handle the rest of the process. They will contact Talkzone if they have any issues contacting the referrer and it will be Talkzone who contact the referring professional if CA have been unable to make contact with the service user.

It does state on the guidance that the referrers should confirm with the service users that they can be available over the next day or two and that the contact will come via a withheld number, so hopefully we don't get too many back as uncontactable.

A very basic tracker to capture the referral info (referee, and the referring service/locality) has been set up so we have a bit of basic data on our referrals and who we're reaching.

Managers please ensure staff are aware of this. Only 20 referrals can be processed in a week due to capacity in CA, but they will also make sure that if there is unmet need e.g. debt management that they will address this also.

A big thank you to Talkzone for managing this process.

For Further Information please contact either Judith Gault (CFW) or Chris Coyle (CSC)