

Worcester City Discretionary Welfare Assistance Scheme Quick Guide

Who can apply?

- Support agencies apply on behalf of households they are working with.

Who is eligible?

- Low-income families and other households on a means-tested benefit who are Worcester residents and are considered vulnerable due to health needs, homelessness or other vulnerability.

What support is available?

- Crisis Support – for an unplanned need arising due to severe financial hardship or exceptional circumstances
- Re-Settlement Support – need arising as part of a planned re-settlement from temporary / unsettled accommodation

Crisis Support			
Type of Support	What is provided?	Value	How many awards?
Food Vouchers	A voucher which can be used in-store and online at a variety of retailers. OR A voucher for a local supermarket	Dependent on household size: <ul style="list-style-type: none"> • £20 for first adult in household • £10 per each additional household member • Up to a maximum of £70 	3 awards in a rolling 12 month period
Energy Vouchers	Paypoint voucher to support households with pre-payment energy meters	<ul style="list-style-type: none"> • £40 for singles/couples • £49 for families 	3 awards in a rolling 12 month period
Essential Items	Assistance with provision of items or financial support essential for the household in accordance with the aims of the scheme	Varies dependent on nature of need	1 award for the lifetime of the scheme

Re-Settlement Support				
Type of Support	What is provided?		Value	How many awards?
White Goods	Families	Single/Couples	N/A	1 award for the lifetime of the scheme
	<ul style="list-style-type: none"> • Electric Cooker* • Fridge Freezer • Washing Machine 	<ul style="list-style-type: none"> • Electric Cooker* • Fridge Freezer 		
	Applications should only be made for white goods which are considered to be essential and which the referral agency has verified there is a need for**			
Essential Items*	Assistance with the provision of items or financial support which are considered essential for the household in accordance with the aims of the scheme**		Varies dependent on nature of need	1 award for the lifetime of the scheme

* Where a standard cooker cannot be installed in a recipient's home, a table-top oven and hob will be provided as an alternative.

** Applications for re-settlement support can only be made by an agency actively involved in re-settling the household into their new home (e.g., Prison or Probation Services, Social Care or Health Professionals, Refuge Support Workers, Supported Accommodation Workers, Housing Associations Officers, Housing Support Workers or Local Authority Housing Officers).

How do I apply?

Food & Energy Vouchers:

- Apply [online](#)
- Email Financial Assessment Form to housing@worchester.gov.uk

Re-Settlement white goods:

- Apply [online](#)
- Email Financial Assessment Form to housing@worchester.gov.uk

Crisis white goods:

- Apply using Essential Items application form (available on the DWAS [web-page](#)) and send to housing@worchester.gov.uk

Essential Items (Re-Settlement or Crisis):

- Apply using Essential Items application form (available on the DWAS [web-page](#)) and send to housing@worchester.gov.uk

****Please refer to the DWAS Flow Charts on the website for guidance****

Further information

- For full details of eligibility and other scheme requirements, including a copy of the full Guidance Document, please visit the DWAS page of the Worcester City Council website:

[Discretionary Welfare Assistance Scheme - Worcester City Council](#)

- To request a login or for other DWAS enquiries, please email: housing@worchester.gov.uk