

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

1. Is your Local Authority providing Welfare Assistance / support to residents in your area?

Yes.

2. If so: what scheme is being operated? Please specify

a. Name of scheme

Community Support Grant.

b. What services are being delivered

Assistance in the form of goods or vouchers (details can be found at leicester.gov.uk/csg).

c. Total budget available

£1.6 million

d. Who is operating scheme

– i.e. in-house administered or if outsourced , please specify which organisation

Leicester City Council, Revenues and Benefits Service.

e. If in-house administered what resources do you have or need to support the delivery of the scheme?

A team of 10 FT officers to answer the telephone enquiries, take applications and make the decisions.

f. Length of Scheme

Scheme is running as a pilot.

g. Contract Start and End Date

Not applicable.

3. Are you seeking to tender any contracts to manage the provision of a Welfare Assistance Scheme?

Not at present. Any decision of this nature will depend on the outcome of the pilot scheme findings.

a. If so, through which portal will this tender be advertised and how can it be accessed?

If so we will follow the LCC procurement team procedures and recommendations.

4. If not delivering now, what is the deadline for submitting a tender, and what is the process?

[Not applicable.](#)

5. Who is the person responsible for the procurement/delivery of the Welfare Assistance/ Crisis Scheme in your Local Authority/Council or which external company is in charge of the contract?

a. First Name and Surname

[Karen Wenlock](#)

b. Job Title

[Revenues & Benefits Manager](#)

c. Email address

Karen.wenlock@leicester.gov.uk

d. Contact Number

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e. Address (inc postcode)

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If you are dissatisfied with the handling of your request please write to:

Information Governance Manager

Information and Support

Leicester City Council

FREEPOST (LE985/33)

New Walk Centre

LEICESTER LE1 6ZG

e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.