

Task Sheet:	Liaison with voluntary organisations
Number	LA06
Timeline	<i>Start December 07 – complete by March 08</i>
Purpose:	To ensure that voluntary organisations are made aware of LHA and its objectives. These organisations may be able to help identify claimants in need of safeguard action and provide support services to them.
Composition:	<ul style="list-style-type: none"> ▪ Contact list: <ul style="list-style-type: none"> 6.1 Consider having designated staff to set up referral schemes and liase with voluntary organisations (see Task Sheet LA02). 6.2 Ensure that voluntary organisations are aware of the intention behind safeguard actions, the role they can play in identifying claimants in need of safeguard action and how they can provide support to customers receiving direct payments of Housing Benefit (see Task Sheet LA09). 6.3 Identify voluntary organisations, eg advice agencies, floating support organisations, substance misuse support/treatment orgs, homeless teams, tenancy support orgs. 6.4 Create and maintain a database of relevant voluntary organisations. Consider whether to keep voluntary organisations informed of key issues/topics via an e-newsletter. 6.5 Identify other internal departments and add to database, include contact names and numbers, eg social care, housing, older people, people with disabilities, adult and children’s services. Also identify external organisations, eg Probation Service, Surestart etc.

- Mailshots:

6.6 Mailshot contacts on database advising of the introduction of LHA, and providing a brief outline of main points and issues surrounding safeguard. Consider advising them to contact a designated person with regards to setting up a referral scheme (see Task Sheet LA09).

- Fact Sheet / leaflets:

6.7 Develop a fact sheet/leaflet that will cover LHA queries from a voluntary organisation's perspective and explains such aspects as the size criteria, safeguard policy and capping of excess.

- Forums:

6.8 Develop a presentation for delivery to voluntary organisations (see appendix 2 for model presentation).

6.9 Consider an open day/forum for voluntary organisations to attend, with opportunity for questions

6.10 Develop and disseminate action plans to address voluntary organisations concerns.

6.11 Consider specific meeting with local CAB, Shelter. You may also wish to include rent deposit scheme administrators and homelessness teams.

6.12 Request that voluntary organisations display LHA information and LHA rates for use by claimants.

6.13 Consider providing articles for publication in the voluntary organisations newsletter.

	<ul style="list-style-type: none">▪ Query process:<ul style="list-style-type: none">6.14 Develop a process for handling queries (pre – rollout and not claimant specific) (see Task Sheet LA02).6.15 Develop a process to deal with claimant specific queries post-rollout, if necessary).
Notes:	<ul style="list-style-type: none">•