

G-Cloud Service Definition

Local Welfare Provision Managed Service

Crown
Commercial
Service
Supplier

G-Cloud NEC Local Welfare Provision Managed Service

Service Definition

These Supplier Terms are relevant to all local authorities in England responsible for the provision of Local Welfare Provision ("**LWP**") who are using the Supplier's Local Welfare Provision Managed Service.

Service Overview

LWP replaced the provision of Community Care Grants and Crisis Loans for living expenses in March 2013, and responsibility was devolved to Local Authorities in England.

The Supplier's Local Welfare Provision Managed Service provides the Buyer as a local authority with a fully managed service, processing applications for LWP administration and fulfilment under the legislative and local discretionary regime.

The fully managed service facilitates an end-to-end delivery, from incoming application through to fulfilment. At all times the policy around the discretionary scheme remains under the Buyer's control with the Supplier enacting those policies throughout the duration of the contracted period.

At its core the Service will:

- provide a service which is accessible to everyone.
- provide help to those most in need.
- provide support to people who find themselves in an emergency situation and who need some immediate assistance from the Buyer as a local authority and
- provide assistance to enable people to re-settle into their new home (e.g. after leaving institutional care or temporary living accommodation).

Key Deliverables

The following key Deliverables are provided as part of this Service:

- back office IT systems and an internet-based application form.
- a telephone service available from 9:00 until 17:00 on Working Days. The telephone service will be Lo-Call or Free Phone and offer a mini-com service for those who are hard of hearing and there will be the option to use Language Line or another interpretation method for those who have difficulty with the English Language.
- an online service, available continuously (24 hours per day, 7 days per week) subject to downtime for maintenance and for matters outside the Supplier's control, to all residents for the purposes of making applications to the fund.
- an application process which captures the following applicant details:
 - ➔ name (mandatory).
 - ➔ current address (mandatory).
 - ➔ address for which the claim is being made (mandatory).
 - ➔ date of birth (mandatory).

- National Insurance Number (mandatory).
- what benefits the applying household claim, frequency of benefit, how much they are in receipt of and when the last payment was received and the next payment due (mandatory).
- household make-up, including name, DOB for other family members (mandatory).
- the reasons an applicant is applying to the fund (mandatory).
- items/support requested by applicant (mandatory).
- equality and diversity information.
- an application process which can include a privacy statement and declaration to be agreed and acknowledged by applicant.
- an online application form which has the facility to save a partially completed application.
- an application process which assigns a unique reference number to every application (incomplete and complete) which enables an applicant to revisit and complete an application and to track the status of a submitted application.
- the implementation and management of communications with applicants to inform them of the outcome of their application, and to advise of the review process.
- the assessment and decision making process, as directed by the policy provided by the Buyer which details the eligibility requirements for assistance through the scheme and the award types applicable.
- the provision of advice to applicants to signpost them to agencies who can provide support, depending on the applicant's circumstances.
- the verification of applicants using the Department of Work and Pension's Searchlight system to verify:
 - applicants' personal details.
 - whether an applicant lives in the Buyer's area.
 - what benefits an applicant receives and the status of benefit claims (suspensions and sanctions).

Pricing

See NEC Local Welfare Provision Managed Service Pricing document.

Ordering and Invoicing

If you wish to order these Services, a G-Cloud Order Form will need to be completed and signed by both parties.

Request a Demonstration

We will be pleased to demonstrate NEC Local Welfare Provision Managed Service to you. Please email frameworks@necsws.com to request a demonstration.



✉ frameworks@necsws.com

🌐 necsws.com

🐦 @nec_sws

About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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