**Covid-19 Emergency Fund**

## Support for mobile phone, internet access or laptop

## Support for the provision of a mobile phone is available for people affected by the current Covid-19 situation

## who do not have either a landline or mobile phone

## another member of their household does not have a mobile phone

* they have health conditions or other additional factors which mean they are unable to access the support they need at this time without access to a telephone.

## Support for the provision of internet is available for people affected by the current Covid-19 situation

## who do not have access to the internet in their home

* they have health conditions or other additional factors which mean they are unable to access the support they need at this time without access to a the internet.

## Support for the provision of a computer is available for people affected by the current Covid-19 situation

## who do not have a computer suitable for their needs

* they have health conditions or other additional factors which mean they are unable to access the support they need at this time without access to a PC.

Anyone needing support should be referred for advice and support to maximise income and identify the most appropriate support. If this assessment identifies mobile phone or internet access as a priority the support worker should make an application with the customer.

**Mobile Phone Package**

This will include a

* Alcatel One 5033x 4G handset
* 5GB of data with unlimited UK calls & SMS for 3 months.

At the end of the 3 months the calls & data package will stop. At this time the customer will need to purchase a standard pay-as-you-go sim card to continue to use the phone.

**Internet**

* Huawei E5783B wifi hotspot
* Unlimited UK data usage for 3 months

At the end of the 3 months the data package will stop. At this time the customer will need to purchase a new data package to continue to use the internet hotspot.

This device is ‘plug and play’. There is a SIM card inside the dongle set up and ready to go. Really simple to use, instructions are provided.

**Laptop or Tablet Device**

These will be reconditioned devices which will enable communication and most apps to work from them. Laptops will come with the standard running software for access and running of the internet, communication and or Google Classroom apps if needed for education. These devices will belong to the customer and will become their responsibility. We are working with others to provide wrap around support on how to use the device safely after delivery.

Once an application is approved

* Mobile phones and internet hotspots will be ordered from the supplier and posted direct from them to the customer.
* For laptops/devices arrangements will be made for the customer to collect the equipment from their support worker or direct from York Community Furniture Store.
* Confirmation of the award will be sent to the support worker, for them to confirm the award with the customer and ensure they are able to set up the phone/device.

## Support for mobile phone or internet Application Form

## – this form must be submitted by a tutor, support or advice worker

PLEASE RETURN THIS FORM VIA EMAIL: susan.wood@york.gov.uk

Please read the guidance notes before completing the form. If you are unsure about any section please contact us, email susan.wood@york.gov.uk

|  |  |  |  |
| --- | --- | --- | --- |
| Name of referrer |  | | |
| Role  Organisation  Address |  | | |
|  | | |
|  | Postcode | |
| Best daytime contact number |  | Alternative contact number |  |
| Email |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Name of applicant | Mr/Ms/Mrs/Miss/other | Date of birth |  |
| Address for  correspondence |  | | |
|  | Postcode |  |
| Mobile phone |  | | |
| Email |  | | |

|  |  |
| --- | --- |
| **Names and ages of all other persons living in the household** | |
| Full name | Age |
|  |  |
|  |  |
|  |  |
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|  |  |
| --- | --- |
| A grant is requested for a | Tick |
| * mobile phone |  |
| * broadband connection |  |
| * Laptop or tablet device |  |

**Financial Situation**

This information will remain confidential and is needed as we may not be able to fully fund everyone. Please do not be put off applying because of your income or level of savings.

|  |  |
| --- | --- |
| Annual household income (net ie after tax deductions - the amount that you actually receive) | * Under £15,000 * £15,001 to £25,000 * Over £25,000 |

|  |  |
| --- | --- |
| Please indicate what, if any savings you have | * No savings * Under £1000 * Over £1,000 |

**Which of these benefits does anyone in your household receive or has applied for?** *tick all as appropriate*

*The support worker should have confirmation of this income.*

Income Support □ Income based Jobseeker's Allowance □ Universal Credit □ Pension Credit □ Employment Support Allowance □ Housing Benefit □ Council Tax Benefit □

**Is there anyone receiving** *tick/highlight as appropriate*

|  |  |
| --- | --- |
| * Disability Living Allowance * Incapacity Benefit | * Attendance Allowance * Personal Independent Payment |

**Type of housing** *tick as appropriate*

* **Owner**
* **Tenant**

|  |  |
| --- | --- |
| * Private * Housing Association | * CYC * Other |

If possible, please attach a completed budgeting sheet.

|  |
| --- |
| Please explain the applicants current circumstances and give reasons why they are unable to buy these items from their own resources  Describe the impact of not having this equipment on the applicant and their family  Please explain any other circumstances or information to be taken into account |

**Declaration by applicant**

By submitting this form you agree to allow City of York to retain your personal data on its database, see below. We will use this information to help us assess your application, administer any grant we award and provide data for impact analysis.

You also agree that the information you have provided is correct. City of York Council reserves the right to reclaim any money which has been paid as the result of fraudulent or misleading claims.

**Declaration by support worker**

I confirm I have read the declaration to the customer they have given verbal consent for this application on --/--/--

I have seen proof of income

|  |  |
| --- | --- |
| * CTS on Singleview (CYC) | --/--/-- |
| * Previously as part of ongoing support | --/--/-- |
| * Other, give details | --/--/-- |

If possible, please provide proof of id and address

Such as a valid driving licence, recent electricity bill or bank statement.

These can be scanned/photo and emailed.

|  |
| --- |
| ID confirmation & other supporting information  Please give details:  e.g. How long have you been working with the applicant? Have you previously met with this applicant? Have you seen other supporting evidence? |

|  |  |
| --- | --- |
| **Workers signature** | **Date** |

**York Financial Assistance Scheme Privacy Notice**   
We keep the York Financial assistance Scheme Notice under review. It was last reviewed and updated in 2019.

When we use your personal data, City of York Council (CYC) complies with data protection legislation, and is the registered ‘Data Controller’. Our data protection notification is registered with the [Information Commissioner’s Office](https://ico.org.uk/) (ICO) – reference Z5809563.

If you have any questions about this Privacy Notice or you want to contact the council’s Data Protection Officer, you can email [foi@york.gov.uk](mailto:foi@york.gov.uk?subject=Call%20recording%20privacy%20notice) or telephone: 01904 554145, or write to

**Data Protection Officer**  
City of York Council, West Offices, Station Rise York YO1 6GA

View the [Privacy and transparency](https://www.york.gov.uk/privacy) information for all of CYC.

# Advice and support

|  |  |  |
| --- | --- | --- |
| Agency | Telephone no. | Website |
| Local Area Coordinators | Individual numbers online | [www.york.gov.uk/LocalAreaCoordination](https://www.york.gov.uk/LocalAreaCoordination) |
| Citizen’s Advice | 03444 111 444 | [www.citizensadviceyork.org.uk](http://www.citizensadviceyork.org.uk/) |
| UC Help to Claim | 0800 144 8444 | [www.citizensadviceyork.org.uk](http://www.citizensadviceyork.org.uk/) |
| Peasholme Charity – homeless prevention | 01904 466866 | [www.peasholmecharity.org.uk](http://www.peasholmecharity.org.uk/) |
| CAP – Debt advice | 0800 328 0006 | [www.capuk.org/i-want-help](http://www.capuk.org/i-want-help) |
| Age UK York | 01904 634061 | [www.ageuk.org.uk/York/](http://www.ageuk.org.uk/York/) |
| Older Citizens Advocacy – age 50 plus | 01904 676200 | [www.oldercitizensadvocacy.org.uk](http://www.oldercitizensadvocacy.org.uk/) |
| York Carers Centre | 01904 715490 | [www.yorkcarerscentre.co.uk](http://www.yorkcarerscentre.co.uk/) |
| CYC Benefits Advisers | 01905 552044 |  |
| York Learning –Skills for computer use and employment support | 01904 554277 | Employment Skills [York.learning@york.gov.uk](mailto:York.learning@york.gov.uk)  Computer Software Support  [ictskills@york.gov.uk](mailto:ictskills@york.gov.uk) |