

# Business Support Overview and Scrutiny Committee

BRIEFING NOTE – No 2/17

Date: August 2017

Briefing paper to: All Members of the Business Support Overview & Scrutiny Committee

Purpose: At the meeting of the Business Support O&S Committee on 6 July 2017 Members requested a briefing note on the current arrangements for delivering local welfare assistance.

Heading: **Medway Local Welfare Assistance Scheme**

## **Background**

Medway Council's contract for the provision of local welfare assistance with West Kent Housing Association ended on 31 May 2017.

An invitation to quote process has been undertaken and Imago Community has been commissioned to provide a service from Monday 7 August 2017.

As well as self referrals, referrals can be made by professionals and voluntary and community sector organisations. The eligibility criteria has not changed. The service will operate Monday to Friday 09:00 – 17:00 with a dedicated 0300 number.

Contact details:

Contact line : 0300 111 4567 (available 09:00 – 17:00 Monday – Friday)

Online information: [www.imago.community/medwaywelfare](http://www.imago.community/medwaywelfare)

## **Lead Officer Contact:**

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