

Fuel Bank Foundation Criteria

As a requirement for the funding that we receive, the Fuel Bank Foundation must ensure financial support is given to people in crisis who do not have access to funds to top up their prepayment meter.

Therefore, we must confirm with all current and prospective partners how they will guarantee that clients meet the criteria below and ensure that staff and volunteers stay true to our principles.

Criteria:

- Household is living without heat light and power because the meters have switched off **and** there is no funds or money available to get them back on again.
- Or when the meters will switch off imminently (i.e. within the next 24-48 hours) **and again** there is no chance of any funds or money to avoid self-disconnection
- Or when people have heat, light and power, but the way they are funding it isn't sustainable or indeed sensible – we have seen recent examples unregulated doorstep loans for instance that could meet these criteria

Fuel Bank Principles

- Crisis support is provided to households who have self-disconnected or are at risk of self-disconnection
- Crisis support is designed to provide breathing space while the client accesses support to tackle the issues that lead to fuel crisis
- Crisis support is limited to avoid dependency on the scheme

Please use the box below to demonstrate how you and your team will ensure that clients meet the criteria, and that staff and volunteers stay true to our principles and also what processes do you have in place to make sure that your staff or volunteers are following the processes that you expect?

Council staff will ask for the following from applicants:

- Identification
- Utility Bill to prove address
- Current bank statement
- Proof of receiving benefit.

Staff are unable to verify whether a household is living without light and power as we do not have the resources to visit households. Staff do not have any way of ensuring that the bank statement provided is the only income that the household has.

We have no way of determining whether applicants are funding their bills in a sustainable manner.

Signed:

Name:

Position:

Date: