**Emergency Payments Section 17 and Non Section 17**

**Arrangements are in place to provide families/young people with emergency/hardship payments.**

**The reason for payment will determine how the payment is made.**

**NB ALL PAYMENTS WILL BE PROCESSED ELECTRONICALLY VIA CIVICA. ONLY IN EXPEMPTIONS WILL CASH/VOUCHERS BE ISSUED. IF CASH/VOUCHERS ARE ISSUED THE SW WILL COLLECT FROM KENWORTHY HOUSE BETWEEN 10-4.00PM AND DELIVER TO THE FAMILY.**

**Preferred payment method is: CIVICA up to £100 same day payment if processed before 3pm or electronic via BACS (direct into bank account) if the family are already set up on oracle. This can take 3 days to clear.**

**To be used only when elec payment is not available: Asda Card , Love to Shop – that can be used in Iceland, Iceland Food Warehouse nearest City Centre, Prospect Centre or Kingston Retail Park, or cash.**

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| **STEP 1**  **Requests for emergency financial request form (see attached) is completed electronically by the SW/Team Co. Go to step 2** |
| **STEP 2**  **For audit reason:**  **SW/TC to email completed form to Group Manager or Team Manager who will approve by forwarding the form to either:**  **Helen Netherton –** [**Helen.Netherton@hullcc.gov.uk**](mailto:Helen.Netherton@hullcc.gov.uk)  **Patricia Stork -** [**Patricia.Stork@hullcc.gov.uk**](mailto:Patricia.Stork@hullcc.gov.uk)  **Jordan Proudlove –** [**Jordan.Proudlove@hullcc.gov.uk**](mailto:Jordan.Proudlove@hullcc.gov.uk)  **Carl Wattam –** [**carl.wattam@hullcc.gov.uk**](mailto:carl.wattam@hullcc.gov.uk)  **IF THE FORM IS NOT APPROVED/FORWARDED BY A TEAM MANAGER OR GROUP MANAGER THE PAYMENT WILL NOT BE PROCESSED. ADMIN CAN ACCEPT APPROVAL OVER THE PHONE BY A RELEVANT TEAM/GROUP MANAGER**  **Carl Wattam - work 615072 - 07828 559428 – personal mobile**  **Patricia Stork – 615607**  **Jordan Proudlove – 615538 – personal mobile 07940 148648**  **Helen Netherton – 615601 – personal mobile – 07886 584151**  **Go to step 3** |
| **STEP 3 – Electronic Payment**  **FOH will inform the SW if payment will be made via CIVICA or BACS.**  **Go to step 4** |
| **STEP 4**  **SW to contact customer advising on the payment method:**  **If electronic SW will inform the customer when they can expect the payment to clear.**  **Electronic payment end.** |
| **Non Electronic Payment – only to be used when CIVICA / elec payment is not available**  **Follow steps 1 and 2 then go to Step 6** |
| **STEP 6**  **Admin who receives the request of SW emails the details of voucher/cash request to Kenworthy House FOH:**  **Lewis Mitchell**  **Patricia Stork**  **Jordan Proudlove**  **Helen Netherton**  **All 4 staff to be sent the email due to them working on a rota basis.**  **Go to step 7** |
| **STEP 7**  **Vouchers and cash payments to be collected by the SW between the hours of 10.00AM-4.00PM from:**  **Kenworthy House**  **98-104 George Street**  **Hull**  **HU1 3 DT**  **Go to step 8** |
| **STEP 8**  **Kenworthy House FOH to prepare the payment, place in envelope with a completed petty cash slip for the SW to sign on collection. Admin will ask the SW to ring admin when they are outside the staff entrance and the payment can be signed for in the staff entrance.**  **Patricia 615607**  **Lewis 615226**  **Jordan 615538**  **Helen 615601** |
| **STEP 9**  **Kenworthy House FOH to load details on petty cash/voucher log, scan in receipt**  **and load payment on LL.** |