

Annex C3

Staff feedback on administering YFAS

A sample of staff was asked for their view on delivering YFAS.

In summary they:

- enjoyed providing the service and got satisfaction from helping vulnerable customers.
- would like more detailed guidance on decision making e.g. the amount of furniture that different sizes of family could have from the scheme.
- would like staff who support customers to have more training to go on- line to make applications and to provide more information on the reason for the application.
- would like us to review our policy on not making payments where there is a DWP benefit sanction in place.
- would like to be able to provide more in depth help to customers rather than just referrals on to other agencies.
- think that we should be providing money management (and debt advice, where relevant) to all applicants and make that a condition of accessing the scheme.
- would like to be given more time to work with other departments, partners and charities to review the scheme and get to the root causes of customers' crises and help solve deeper community issues.