

Oxfordshire Support Fund

1st April 2013 to 31st August 2013

Overview

Number of Telephone Calls by Month

On average Auriga are receiving 650 telephone calls per month.

Number of Applications Received by Month

Month	Number of Applications Received
April	222
May	243
June	230
July	240
August	198
Total	1133

(Of the total received, 136 were on-line, 786 by phone and 211 by post)

Application Data

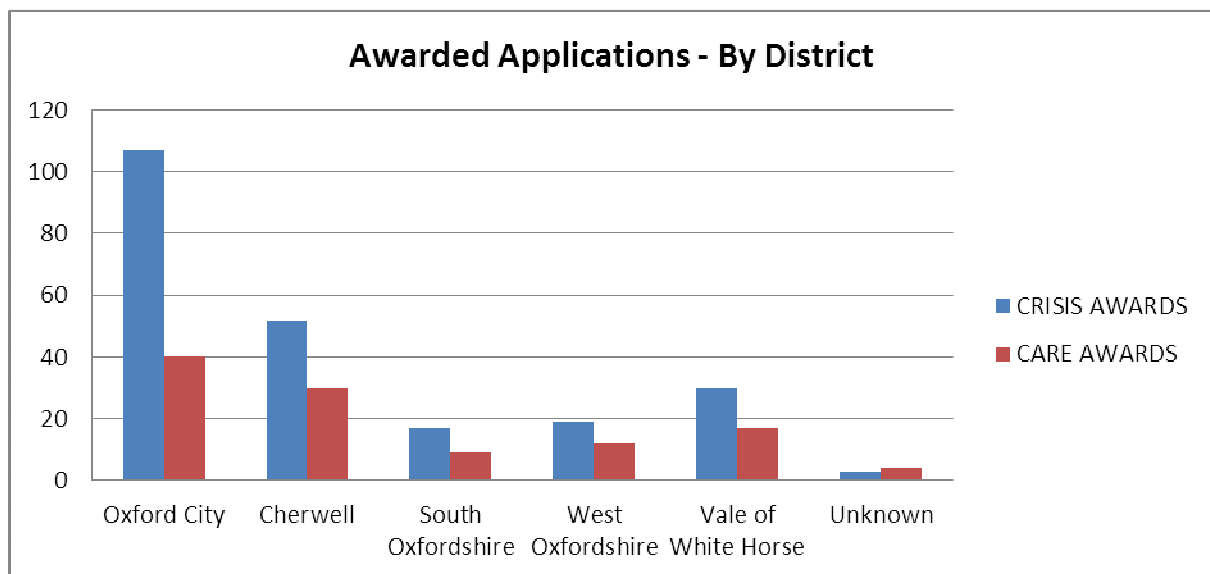
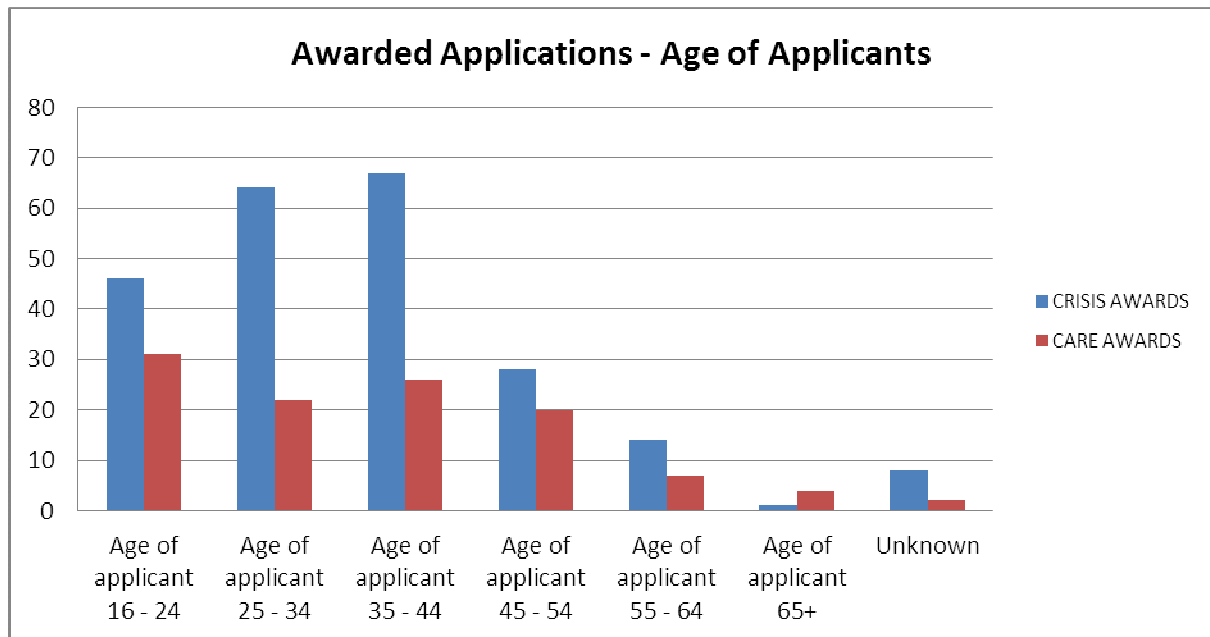
Summary of Applications in the period 1st April – 31st August 2013

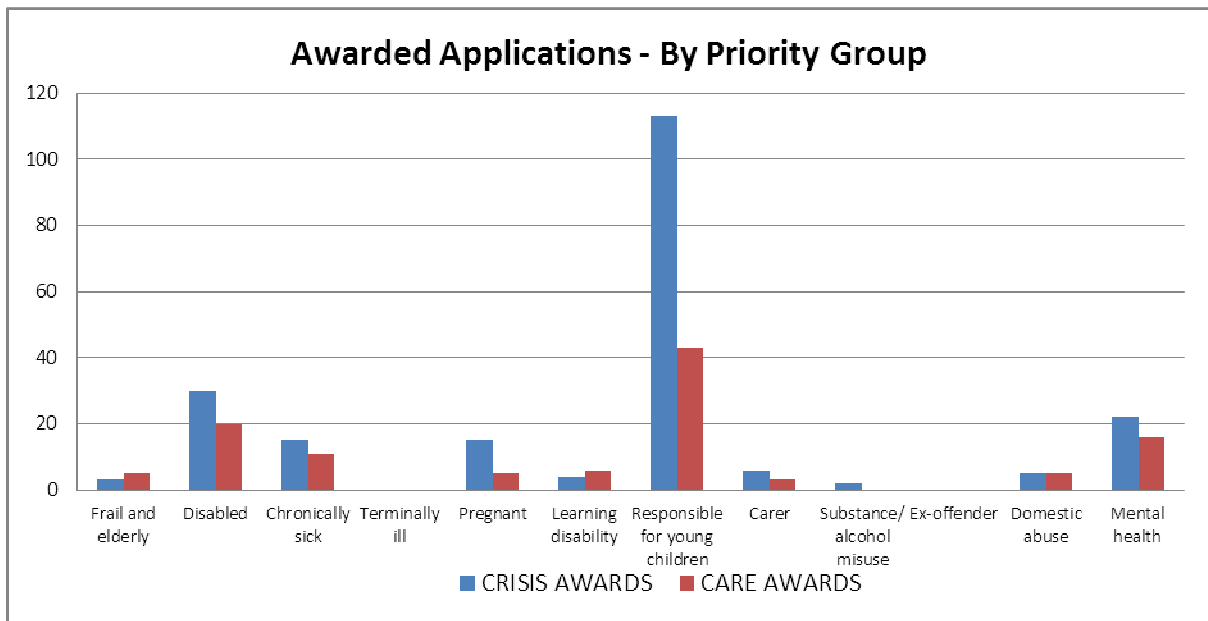
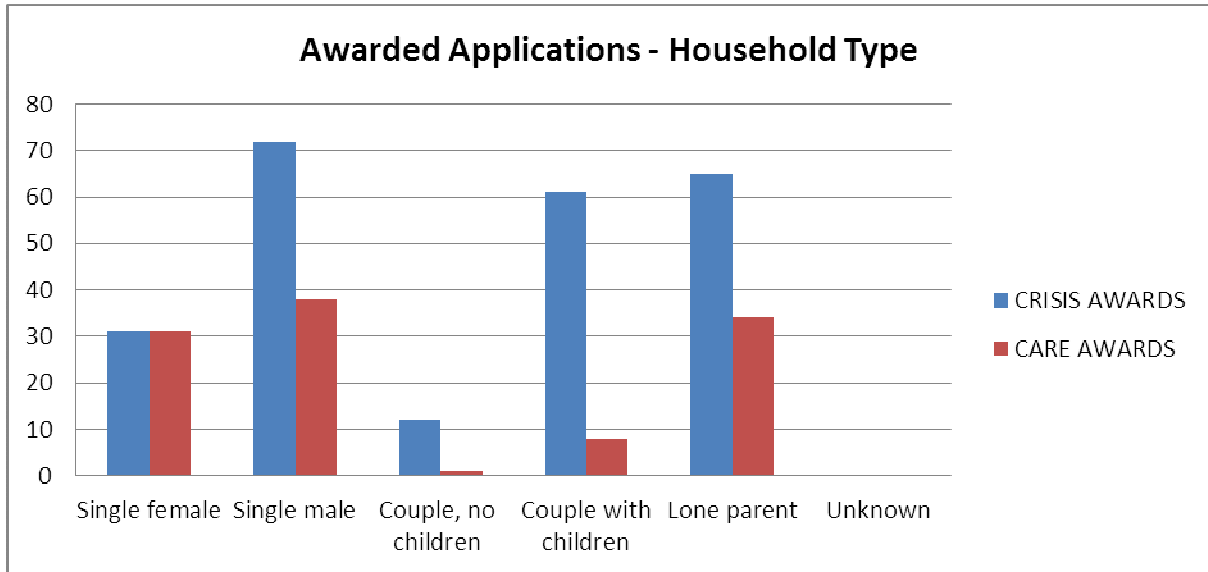
Award	No. of Applications Awarded	No. of Applications Rejected	No. of Applications Closed	No. of Applications Carried Forward to September
Crisis	228	249	303	6
Care	112	103	96	36
Total	340	352*	399**	42

*The majority of rejected applications are due to applicants not being eligible (benefit/not being in a genuine crisis situation and/or no evidence) or not being in a priority group.

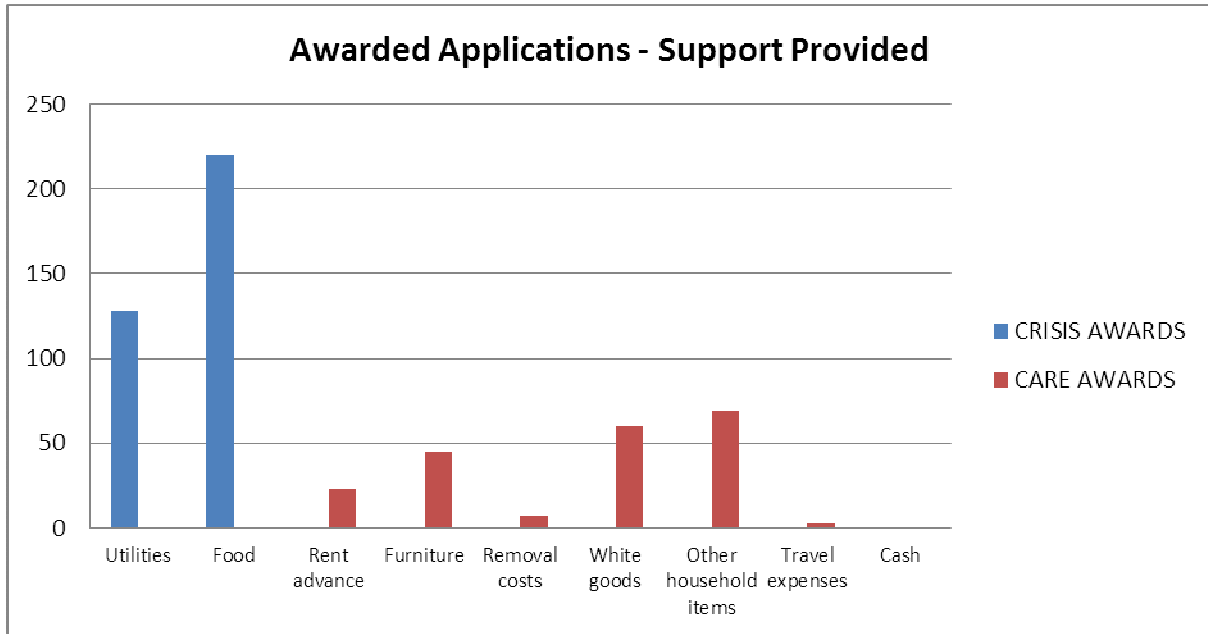
**The majority of closed applications are where applicants have not provided the required evidence or have not contacted Auriga again.

Awarded Applications – 1st April – 31st August 2013





*Some applicants could fall into more than one priority group.



*Some applicants could receive more than one category of support.

**There has been no cash awarded, the main reason for this is that there hasn't been a situation where the support available could not meet the need of the applicant i.e. food, utilities etc.

Feedback Received by Auriga

"Thank you so much for everything you have done for our service user, it is very much appreciated"

Supported Housing Officer

"Thanks, can I say thank you for helping with the situation. The process seems so much more simple than it used to be. Which from my point of view is great."

Homeless Prevention & Support Manager

"We received the food parcel this morning and got our gas and electric on last night, such a big thank you to you and your team. You have helped us much in this time of trouble and we wanted to let you know how grateful we are. Please let us know if there is any voluntary help we can provide either now or in the future."

Individual Applicant