

Guidance Notes for Completion of Victims' Fund Applications

The following guidance notes are to assist you in filling out an application. If you feel you require further guidance, please contact Victim Support Scotland (VSS) at victimsfund@victimsupportscotland.org.uk.

Applicant Details

Please note the applicant is the victim of crime and full details including address must be given.

Referral Organisation

Full details including contact details are to be entered onto the application. Especially important when there are queries about the application, so we know who to discuss any queries with.

External Assessment Criteria

Please provide details of the crime:

- Details of the crime are to be entered here.
- Information on how this crime relates to this application to be entered here.

When did the crime take place?

- Date that crime took place (if multiple dates then please mention this).

Please note that the **three main eligibility criteria** below must be met for the application to be progressed:

1. Explain how the applicant is in urgent need of financial help:

- There must be sufficient information explaining the reason for the urgent need of financial help.
- You should explain the financial loss that has been incurred or the additional financial cost that will be incurred as a result of the crime and explain why it is an urgent requirement.

2. Explain how the need is linked to the crime:

- You must detail how the crime is linked to what is being requested on the application.
- For example, this could include items which need to be replaced as a result of crime; or enhanced security measures for the applicant or items to improve health & wellbeing in the aftermath of the crime.
- Please ensure that the reasons are clearly stated as to why items must be replaced as a result of the crime, otherwise the application will be rejected.

3. Demonstrate that the need cannot be met by any other means or other external funds:

- Is the applicant applying for/already on benefits? Please provide dates.
- Does the applicant have other means of covering the cost of the requested item(s).
- Can any other fund or grant be sought to cover the cost or partial cost of the item(s).

The Following Criteria Must Be Completed in Full:

- All questions must be answered with yes/no or answer as required.
- If the crime has been reported to another organisation, you must detail which organisation.
- If any award has been received in relation to this crime, then details of who made the award and for how much must be entered on the form.
- If this is not the first application to this fund, please provide details of previous award(s). Please note that repeated applications are not normally allowed and will only be considered in exceptional circumstances.

What needs have been identified, and how will this claim benefit the applicant?

- Please provide details of specific items to be supplied. Supporting documents must be provided. This could include quotes; invoices or online links to items, as appropriate. If these are not verified documents, the application will be rejected.
- If multiple items are being applied for, detailed costs of individual items and details of where purchase can be made including delivery must be provided (delivery in area must be checked). Please refer to expenditure types below.
- A detailed explanation of how the item(s) requested would benefit the applicant.

Total amount requested: £

- Please insert the total cost of items/services requested here.

Personal Declaration

- This must be signed/filled out by the applicant and referral contact. Typed signatures will be taken as consent having been given by both parties to all declarations made on the form.
- By signing the declaration, the referral contact is verifying that all the information provided on the application is correct. If VSS becomes aware that applications have been submitted from an organisation with incorrect information, then this will be treated as a fraudulent application. Acceptance of further applications from that organisation will be suspended with immediate effect.

Expenditure Types and Information that must be provided with the application

If the criteria described above is met, certain types of expenditure may be met as follows:

Living expenses

- These expenses would be met where financial hardship is demonstrated as a result of the crime. Normally only one month's worth of expenditure will be met.
 - Vouchers may be issued for food - please refer to '**Receipts**' section below.
 - Utility costs may be met - in all cases bills must be provided detailing the amount outstanding and the period it relates to. Please ensure that details are provided so that a bank transfer can be made (normally shown on reverse of the bill - if this is not provided, payment may be delayed).
- Expenses that will not be met by the Victims' Fund:
 - Mobile phone or broadband contract payments will not normally be met.
 - Council tax costs will not be met.
 - Expenses relating to the purchase of motor vehicles or the upkeep of motor vehicles will not be met.

Rent expenses

- This expenditure would be met where financial hardship is demonstrated as a result of the crime - normally only one month's worth of rent expenditure will be met.
- VSS has internal capped amounts that apply in all cases. Documentation from a landlord, agency, etc, showing the amount due and the time period it relates to, must be provided in all cases. Payment will be made directly to landlord/agency, so please ensure that bank details are provided on verified documents.

Personal items

- This type of expenditure would be met where financial hardship is demonstrated as a result of the crime or when there has been loss of items due to the crime. Urgent need must be demonstrated. Quotes/estimates detailing the items or website links to items must be provided. VSS has internal capped amounts that apply in all cases. If store vouchers are issued by VSS, please refer to the '**Receipts**' section below.

Household items

- These items would only be supplied when it is demonstrated that the applicant no longer owns or has access to the items or when the items have been destroyed /damaged beyond repair as a result of the crime. Upgrade or replacement of existing items will not be met.
- The items should be essential for day to day living. If the applicant is in temporary housing, only those that can be taken when permanent accommodation is secured are eligible.
- VSS has internal capped amounts that apply in all cases on certain essential items. Quotes or estimates detailing the items or website links to items must be provided. If store vouchers are issued by VSS, please refer to '**Receipts**' section below.

Security items

- Invoices/quotes/estimates detailing the items or website links to items must be provided. Direct purchase or payment directly to the supplier will be arranged by VSS. When payment is to be made to a supplier, please ensure that a verified invoice is submitted with the application, showing the supplier's bank details so that a bank transfer may be made.

Funeral Payments

- We would expect the applicant to have applied for support through the funeral support scheme or CICA, whenever possible. If the applicant is not eligible for these VSS may consider a contribution towards costs. All criteria must be met.

Travel Payments

- Travel payments for court attendance or to a place of safety may be considered if all the criteria are met.

Other Expenditure Payments

- Other expenditure types will be considered on a case by case basis. In all instances, the criteria must be met.

Receipts

- If VSS issues retail store vouchers or makes a direct cash transfer, then receipts (or clear mobile phone photos of receipts are acceptable) proving purchase of the items requested should be submitted to VSS within 14 days.
- If the applicant or referral organisation does not do this, or is unable to do so, then receipts must be retained and submitted to VSS on subsequent request.
- If receipts cannot be provided as proof of purchase, then further applications from the referral organisation may be suspended. Please note it is the ultimate responsibility of the referral organisation to ensure that vouchers/direct payments have been used by the applicant for the purposes stated on the application and that all receipts have been returned to VSS on request.

You must complete the application in full and attach all documentation requested before the application will be processed. Failure to do so may result in the application being rejected or delayed and returned for further information. Making an application is **not a guarantee** that funds will be approved, and therefore it is vital that as much information as possible is added to the application.