



**Local Welfare Provision.....  
.....Our experience**

**Stuart Braley  
CEO  
Auriga Services Ltd**

# Auriga Services Ltd

1. Not for profit outsourced provider
2. Work with some major grant-funders
3. Handle approx 700 applications p.w. 2,000 contacts p.w.
4. Issue grants of around £200,000 p.w.

# Changing times

- New Opportunity
- Invited to bid for work
- Tenders followed by Presentations
- Oxfordshire chose Auriga Jan 2013
- Preparing the ground: systems and resources
- Systems and staff in place ready for April 2013
- Gloucestershire followed – set up within days

# Our experience ... 'doing the job'

- Slow start but rapid build up
- Care awards – 10 day deadline
- Crisis awards – 48 hour deadline
- Telephone, online, email, written application
- Tight criteria – no cash initially
- Help with resettlement/ setting up home, e.g. white goods, furniture etc.
- Food > clothing > Emergency Energy top ups\*



# Our experience ... 'doing the job'

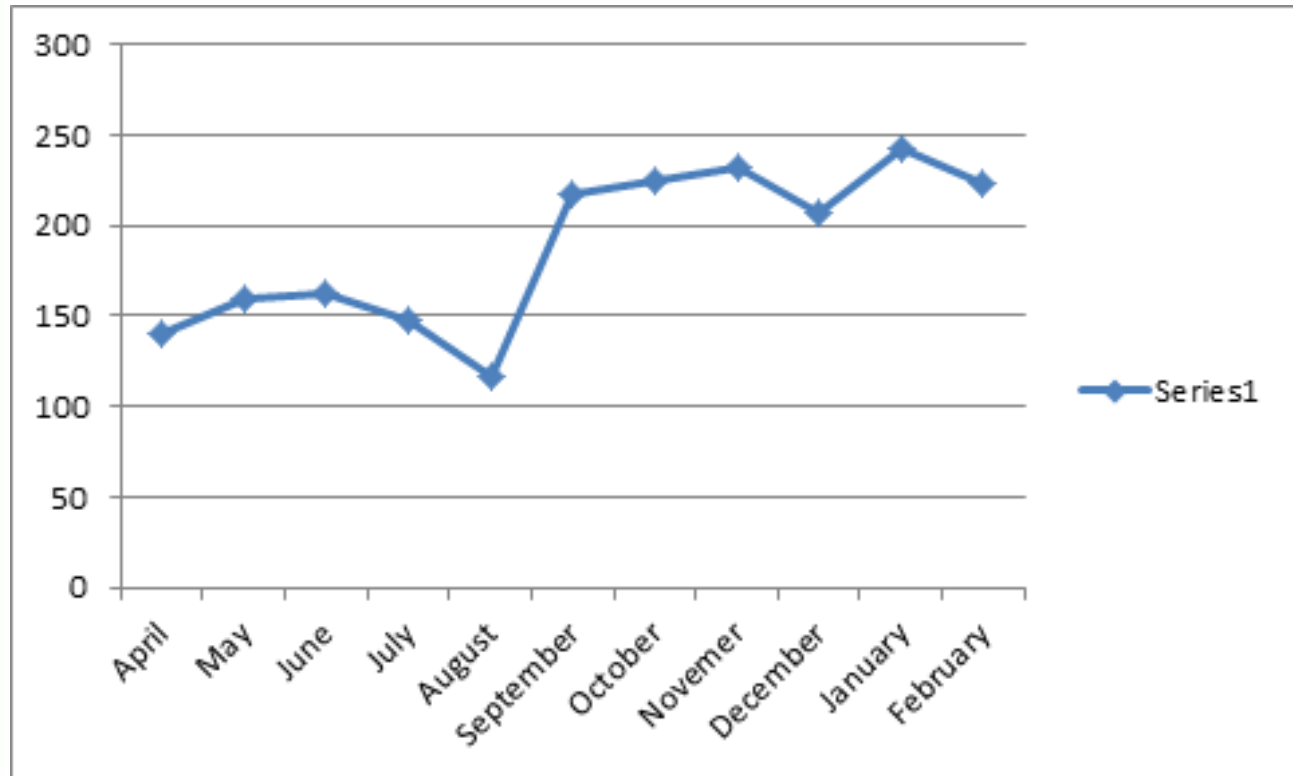
## \*Emergency Fuel top ups (Credits)

- Birmingham Council
- Solihull Council
- Oxfordshire,
- Gloucestershire
- Luton

Gloucestershire 'Flood Fund'

# Our experience ... 'doing the job'

Trend of applications



# ‘One year on.....’

- 6,659 applications (v10,000 expected)
- People helped: Crisis 1283 - Care 905
- 25,000 inbound contacts
- Less expenditure than anticipated
- Criteria relaxed after 6 months – cash and replacement goods allowed (Oxford only)
- Some very satisfied people
- Praise from the Councils & support agencies

# Year 2

- Local Authority cuts / savings looming
- Oxfordshire 'pulling out' early – reduced care provision
- Gloucestershire continuing
- Government ceasing funding discretionary element in 2015
- Less/No help for people– where will they turn?
- Is there an 'expectation' that charities / funders will rise to this?



A photograph of a white lighthouse on a rocky island at sunset. The lighthouse is illuminated from within, and the sky is a mix of orange and purple. In the background, a city skyline is visible across the water.

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**auriga**  
The Auriga logo consists of the word "auriga" in a lowercase, sans-serif font. Above the letter "i" is a small yellow star. Below the word is a yellow swoosh that starts under the "a" and ends under the "a".