

Appendix D – Payment Methods, Options and Items

Requirement	Payment Method (Option A - preferred)	Payment Method (Option B)
Food	Food bank	Food vouchers with main supermarkets
Furniture	Items provided by partners via a referral process.	Vouchers for local / high street retailers
Clothing	Items provided by partners via a referral process.	Vouchers for local / high street retailers
Bedding	Items provided by partners via a referral process.	Vouchers for local / high street retailers
Cutlery / Crockery	Items provided by partners via a referral process.	Vouchers for local / high street retailers
Training / Advice	Training and advice delivered in house.	Customers signposted and delivered by partners such as job centre, CAB, Luton Law etc.
Adhoc expenses for goods	BAC's payment to the 3 rd party or issuing of a pre payment card to the 3 rd party.	BAC's payment to the customer or issuing of a pre payment card to the customer.
Adhoc expenses for services, i.e. travelling, childcare, advance rental payments etc	BAC's payment to the 3 rd party or issuing of a pre payment card to the 3 rd party.	BAC's payment to the customer or issuing of a pre payment card to the customer.
Re-connection to utility supply	BAC's payment to the supplier.	BAC's payment to the customer or issuing of a pre payment card to the customer.

Items

In the event of Crisis, the following items will be considered:

- Food including baby milk when infant's older than 6 months
- Bed / Cots
- Cooker
- Microwave
- Clothing
- Fridge
- Bedding (including blankets, pillows and covers, duvets and covers and sheets)
- Washing Machine
- Heaters / Lamps

- Other items will be considered if seen as reasonable due to medical reasons or considered needed to reduce or remove an immediate threat to the health and safety of the household.

For re-settlement, relating to the community care element of the scheme, consideration will be given to some of the following:

- Bed
- Cooker
- Freezer
- Microwave
- Fridge
- Bedding (including blankets, pillows and covers, duvets and covers and sheets)
- Kettle
- Toaster
- Items to sit on (chairs, beanbags etc)
- Cutlery
- Crockery
- Washing Machine
- Lamps
- Other items will be considered if seen as reasonable due to medical reasons or considered needed to reduce or remove an immediate threat to the health and safety of the household.