



OPERATIONAL MANUAL

INCOME SUPPORT

DEPARTMENT OF HEALTH & SOCIAL SERVICES
FALKLAND ISLANDS GOVERNMENT

EFFECTIVE: October 2021

REVISED: March 2023

REVISED: July 2025

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Definitions

- o **Activities of Daily Living (ADLs)** means daily living activities that are routine tasks that individuals must carry out every day to take care of themselves. Specific activities are: eating, bathing, dressing, mobility, maintaining countenance and toileting. Individuals will have different levels of independence based on their abilities to perform ADLs.
- o **Adult** means any person over the age of 18 years.
- o **Applicant** means a person who applies for assistance. The applicant may be one person applying for benefits individually or a person applying on behalf of all household members.
- o **Applicant declaration** means that an applicant agrees that the Department of Social Services can collect, use and disclose necessary and relevant information to other FIG Departments for the purpose of assessing eligibility, receiving financial support and collecting statistical data. Consent to service is part of the **Income Support Application**.
- o **Application** means an application for assistance through Income Support.
- o **Assets** are possessions or money that belong to a person or their family – such as, cash, money in bank accounts, stocks, bonds, trust funds, tangible and intangible items property (other than the primary residence).
- o **Assistance** means the provision of money, goods or services to a person in need for: basic needs including food, clothing, shelter, fuel, utilities, and personal requirements.
- o **Bank Accounts** include banking services both in the Islands and online such as Electronic Money Service (For example, but not limited to Wise, Revolut).
- o **Board** means where an applicant or recipient lives with the owner(s) or leaseholder(s) of a home, has their own bedroom and shares access to a bathroom, kitchen, entrance or other area of the home.
- o **Carer** A carer is anyone who on a voluntary, unpaid basis, looks after a family member, partner or friend who needs help and support because of an illness, frailty, disability, mental health and/or addiction illness, or anyone who looks after a child or young person under the age of 18 years if the level of care provided is over and above what is normally required for a child of a similar age, either within or outside their own household.
- o **Child** means any child living in the household who is under 18 years and in full time education, or under 16 years.
- o **Claim reconsideration** means an applicant is dissatisfied about a decision made regarding SIS and they would like their case reviewed.
- o **Complaint** means a complaint made by an applicant or recipient about the service or delivery they are/were provided by the Income Support programme.
- o **Confidentiality** means the safeguarding of privacy in relation to information about service users. The Head of Social Services and everyone in her team has a legal duty to protect

information provided by an applicant or recipient and not share it with others unless the person has agreed or it is necessary for the administration of the income support scheme.

- o **Emergency Assistance** means financial assistance provided in an emergency for people in need. This is assistance of last resort.
- o **Expectant parent** means any person who is pregnant with child and/or a person who is adopting a young child.
- o **Household income** means the total earnings of a household. This will include the earnings of the applicant, their partner living at the same address and any children aged 16 or over living at the same address and who are not in full time education.
- o **ISTool** means Excel spreadsheet where all formulas for calculating Income Support are held. Information from the application is inputted and the financial entitlement is calculated.
- o **Ordinarily resident** a person is ordinarily resident if they reside in the Falkland Islands lawfully, voluntarily and for settled purposes as part of the regular order of their lives for the time being. A person has the right to work in the Falklands if they have Falkland Islands status or a permanent residence permit, a work permit, an accompanying dependent permit, a dependent permit or a carer permit.
- o **Pensioner** means an applicant or recipient who is 65 years or older.
- o **Personal information** means information about an identifiable individual, including, but not limited to: the person's name, address, telephone number, their race, ethnic origin, age, sex, marital status or family status; an identifying case number, symbol or other assigned to the person; health information and health-care history; information about their educational, financial, criminal or employment history; anyone else's opinions about the person; the person's personal views or opinions; and information about other members of a household.
- o **Signposting** means providing applicants/recipients with information and community resources that they can choose to access.

Chapter 1: Policy Statements

1.1 General

The Income Support Operational Manual provides for the operation of the income support scheme. A copy has been approved by ExCo and laid before Legislative Assembly. It is regularly reviewed and updated.

Social Services Department staff administer income support in accordance with the Manual. The Income Support programme is designed to provide financial assistance to all eligible households.

1.2 Programme statement

The purpose of Income Support is to provide financial assistance to residents of the Falkland Islands who are eligible, to enable them to meet their basic needs for shelter, food, clothing and personal care whilst promoting their independence and self-reliance.

1.3 Accountability

The Head of Social Services is responsible for ensuring compliance with this Operational Manual and the Financial Assistance Ordinance 2023.

1.4 Review

The Head of Social Services is responsible for keeping this manual. Revisions will be accomplished through feedback from the annual programme evaluation and other reviews.

Substantial revisions to the manual made under the direction of the Head of Social Services must be laid before the Legislative Assembly for approval; this includes but is not limited to the eligibility criteria; calculation methodology; and allowance and benefits levels.

There will be a formal review every 12 months, to review how well the programme is meeting its intended objectives and to propose budgetary amendments.

1.5 Sources of authority

The Income Support programme is underpinned by the Financial Assistance Ordinance 2023.

1.6 Confidentiality

Everyone who applies for or receives assistance under Income Support can expect their personal information to be handled in confidence. Confidentiality and use and disclosure of personal information is covered in more detail in [Chapter 2](#).

1.7 Operating principles

The operating principles of Income Support are:

Promoting self-reliance and empowerment

Income Support must be administered in a manner that supports and enables individuals to manage and control their own lives.

Adequacy of financial assistance

Income Support aims to provide those who meet the eligibility criteria with financial support to help meet their basic needs for shelter, food, clothing and personal care.

Fair and responsive services

Income Support will be administered in a fair, accessible and timely manner.

Efficient and accountable programme administration

The Income Support service must be efficient, open and accountable to the public for administration, expenditures made and for informing recipients of their rights and obligations.

Accountability of applicants/recipients

All persons applying for or in receipt of assistance from Income Support are responsible for providing honest and full disclosure of relevant information to support their initial application, and any relevant changes in their circumstances.

Consistent administration and understandable rules

Every effort will be made to have Income Support rules and regulations presented in a clear, understandable way and administered in a non-judgmental and consistent manner.

Respect

All Income Support applicants and recipients will be treated with respect.

Chapter 2: Records Management Principles

2.1 General

This section provides guidance to staff administering Income Support in relation to their responsibilities in the collection, use, disclosure, retention and security of records and data.

The Social Services Department must comply with the Falkland Islands Government [Access to Information Code of Practice 2016](#), which sets out FIG's policy to providing access to information and responding to requests for information.

The code of practice aims to provide guidance in relation to:

- Access by an individual to information about themselves,
- Access to information about policy making, and
- Access to information about decisions.

This code is non-statutory which means that where there is a legal right or procedure for access to information in certain areas the legal process will be followed.

2.2 Service user access to personal information

Recipients are entitled to access their personal information (subject to paragraph 2.4). Recipients should be able to find out what is happening in respect to their application and any services provided or to be provided for them. Any request for access to information will be handled in line with the Falkland Islands Government policy on access to information.

2.3 Collection and use of personal information

As part of the process of applying for income support, applicants are required to give consent to enable Social Services to obtain their personal information from other FIG Departments, such as Pensions, Taxation Office and Immigration. This consent is sought in the declaration section of the **Income Support Application**.

Staff are only permitted to collect information about an applicant, recipient, partner and any child of that household, if the information directly relates to and is necessary to determine eligibility and ongoing financial support.

Staff must make every reasonable effort to ensure that the information which is used to make a decision that affects a recipient, is accurate and relevant. Staff must ensure that personal information about recipients is retained securely, kept only for as long as it is needed and destroyed once it is no longer needed and in accordance with FIG's [Data Protection Policy 2020](#). Income Support records are governed by FIG's Health & Social Services Department's [Retention Schedule](#).

2.4 Collection of unsolicited information

When unsolicited information about an applicant/recipient is provided by a third party and the information is relevant or potentially relevant in the determination of eligibility or entitlement for Income Support, the information should be recorded in the person's file. Such information may be used to review or vary financial assistance and if it is, this should be discussed with the recipient. The source of the information should remain confidential unless confidentiality cannot be maintained for safety reasons or by law.

2.5 Methods of information collection

From the applicant – The primary source of information about an applicant, recipient, partner and any dependent child should be the applicant or recipient. If an applicant or recipient refuses to provide information reasonably required for determining their eligibility or entitlement, their application for Income Support may be refused without further consideration and/or payment of financial assistance may be stopped.

From other sources e.g. FIG departments with the applicant's consent (see [paragraph 2.3](#)) or, unsolicited, from third parties (see [paragraph 2.4](#)).

2.6 Disclosure of personal information to other FIG departments or third parties

FIG Departments

Staff are permitted to disclose relevant personal information to other FIG Departments as needed. This consent is given when the applicant signs the applicant declaration section on the **Income Support Application**.

Staff can share information without the applicant or recipient's consent with RFIP and KEMH if there are concerns about the safety and welfare of children or other vulnerable persons or to assist RFIP in the investigation or prevention of a criminal offence. Staff should use their judgement when making decisions on what information to share and when in doubt, consult with the Head of Social Services before disclosing any information.

Third parties

Personal information about an applicant/recipient should not be released or shared with any other third party without their written consent. This is the purpose of the **Consent Form**. Once written consent is obtained staff can then disclose information to a specified third party in accordance with the purpose for which consent is given. Third parties for these purposes include family members, friends, medical professionals, MLAs, clergy.

Other situations

There may be rare situations where a written consent cannot be acquired before information is shared, and it is only in these situations that verbal consent can be obtained.

In this case, and in consultation with the Head of Social Services, staff must make a full note in the applicant's file that verbal consent was obtained before information was shared. The note must include the date of the discussion, what was discussed and the reason why verbal consent was the only option.

Chapter 3: Core Processes for Income Support

3.1 General

The core process for Income Support is broken down into five main sections. These sections flow from a beginning to an end: application, assessment, payment, review and close. An applicant or recipient can access the process for Income Support multiple times and as needed. Once a file is closed and there has been a lapse in time, a file can be reopened with a new application and documentation for the process to begin again.

3.2 Application

All applicants for Income Support must complete an **Income Support Application** form with staff, to determine if they meet the eligibility criteria and their entitlements based on the information provided about their circumstances.

By signing the **Income Support Application** and understanding the Applicant Declaration, the applicant agrees to FIG's policies and regulations for administering Income Support.

3.3 Assessment

As part of the assessment, staff will discuss with the applicant what their situation is, what type of benefit they may be entitled to and any referrals or signposting information that could help them towards self-reliance and financial stability.

The applicant must provide all the information and documentation required for staff to substantiate who makes up the household, what the household's needs are and what income is currently coming into the household.

The applicant should be made aware that if there are any concerns raised or identified during the assessment and/or while they are in receipt of Income Support benefits, about the welfare or safety of a child, a referral will be made to a children's social worker and/or the RFIP. Additionally, in the case of any disclosure of an intention to cause harm to themselves, to others and/or any disclosure of previous harm to a child or others, referrals will be made to mental health services, adult social workers and/or the RFIP.

3.3.1 Documentation

Some or all of the following documents may be required in support of an application or income support:

- Proof of the applicant(s) identity and a photocopy obtained for the file if the applicant isn't well known to the department;
- Proof of lawful residency in the Falkland Islands (e.g. work permit, PRP) if the applicant isn't well known to the department;
- Tenancy/rental agreement (if applicable);

- Consent to contact the Taxation Department, including the request for the previous years tax return;
- Proof of monthly earnings (gross pay), such as a copy of last 2 months (from date of application) pay slips;
- Bank statements for the last 2 months (from date of application); copy of savings bank accounts, including overseas bank accounts, Electronic Money Services, investments and self-employment/business bank accounts;
- A medical certificate if a person is unable to work or off work temporarily and/or permanently.

If staff determine that further correspondence and information is required from others to support the application and/or in providing ongoing support, there should be a **Third-party Consent** form signed and on file before proceeding to contact others. Additional adult household members may also be asked to sign this form if it is applicable.

An overall framework for documentation and forms to use is as follows:

INCOME SUPPORT FORMS	REQUIRED	REQUIRED IF APPLICABLE
Completed Income Support Application form signed by the applicant/recipient. The Applicant Declaration should also be reviewed. Completed any time a new application is made.	X	
Completed Third Party Consent form signed by the applicant/recipient. Completed at the application stage or when applicable.		X
Completed Winter Fuel Allowance form signed by the applicant. Completed annually.		X
Completed Emergency Assistance Decision form signed by the applicant/recipient. Completed when applicable.		X
Completed Claim Reconsideration form signed by the applicant/recipient. Completed when applicable.		X
Completed Complaints form signed by the applicant/recipient. Completed when applicable.		X
Completed Service User Evaluation form from the applicant/recipient. Completed when applicable.		X

GENERAL REQUIREMENTS	REQUIRED	REQUIRED IF APPLICABLE
Proof of right to live and work in the Islands; this could include PRP/Status, Work Permits. Copy placed on applicant or recipient files. Required at the application stage.	X	
Proof of residence in the Islands; this could include dated and addressed correspondence in the form of a letter, bill or statement from FIG, the bank or a service provider. Copy placed on applicant or recipient files. Required at the application stage.	X	
Proof of Identification. Copy placed on applicant or recipient file. Required at the application stage.	X	
Tenancy/Rental Agreements. Copy placed on applicant or recipients file. Required when applicable.		X
Additional documentation may be required depending on case circumstances (e.g. birth certificates, custody papers, adoption papers, etc.).		X
Bills for childcare costs from a registered provider		X

INCOME & ASSESTS	REQUIRED	REQUIRED IF APPLICABLE
Copies of all bank account statement(s) for the past 2 months (i.e. all financial institutions/services for the applicant or recipient, and partner). Required at the application stage and when applicable.		X
Wages: The most recent pay slip or written confirmation of employment earnings and mandatory deductions completed by the employer. Documentation must show earnings for at least the last 2 months. Required at the application stage and when applicable.		X
Private Pension Plan: The most recent pay slip or a bank statement showing the amount. Required at the application stage and when applicable.		X
Income from Boarders: A copy of the most recent receipt given to a boarder(s) or written confirmation from the boarder stating the amount paid. Required at the application stage and when applicable.		X

3.3.2 Verification

The application package is reviewed to ensure that all required documentation is on file, including:

- A completed and signed **Income Support Application**, as appropriate;
- The applicant declaration has been reviewed and signed as part of the application form;
- If applicable, the needs of the applicant have been assessed and clearly outlined on an Emergency Assistance application form;
- Copies of pay slips and bank statements and other information that is relevant to the applicant's application.
- In the event that the identity of a welfare benefit claimant is not already well known to the government officer receiving the claim that they;
 - o Request and verify identity documents from the individual and
 - o Check the immigration status of the individual with Customs and Immigration.

3.3.3 File documentation

An electronic file for each applicant/household is prepared and all information pertaining to the application is placed in this electronic folder.

Any notes taken of conversations and meetings with the applicant/recipient and/or others should be recorded in the Contact Log to include: the date, what was discussed, who was present, any follow-up tasks, and any outcomes achieved. All files will have personal information so it is imperative that this information is stored properly to uphold confidentiality and privacy.

3.3.4 Calculating entitlements: ISTool

The ISTool is the Excel file created to calculate each applicant's Income Support entitlement. The Policy Department will update the ISTool to include any changes to the thresholds, allowances and/or payment amounts are reflected Income Support staff are responsible for ensuring that these changes are reflected throughout any related documentation.

3.3.5 Payment

Payment of entitlements is a two-step process; the application and assessment are completed with Income Support staff and the payment is generated and administered by the Treasury Department.

Once the application has been completed and the entitlement determined, the applicant will be contacted to advise what amount of financial support they qualify for and when to expect payment. All efforts will be made to complete an application within five business days, however, setting-up a new account on Treasury's Dynamics database could take up to 10 working days to complete. In the event an application is not completed within this time

frame, the applicant will be advised immediately of the delay and a new date provided of when to expect payment. Income Support staff should avoid applicants suffering financial hardship and if this is evidenced, arrangements should be made to avoid this from happening.

The amount of assistance a recipient is eligible to receive is based on the calculation of the entitlement amount (see [Chapter 7](#)).

3.3.6 Reporting

During the application process a review of the reporting expectation and responsibility is discussed with the applicant. It is the expectation that regular check-ins occur. These follow-up appointments are required to determine the applicant's ongoing eligibility, an assessment of their circumstances, and provide an opportunity to review community resources available for signposting and/or referral.

Staff should check-in with recipients on a monthly basis to ensure all necessary documentation is in place and giving them an opportunity to update on any changes in circumstances.

Recipients must check-in with staff and report any change in circumstances, including, but not limited to, changes in income, assets, living arrangements, or other changes such as increases/decreases in number of dependent children, cohabitation, marriage, divorce, separation, and name change.

3.3.7 Failure to report change in circumstances

Providing false or misleading information in order to obtain Income Support can amount to a criminal offence under the [Crimes Ordinance 2014](#).

When it appears an applicant or recipient has intentionally provided false or misleading information in order to receive Income Support, a review will be undertaken and financial support may be reduced or terminated, or an overpayment assigned, and/or criminal charges may be pursued.

3.4 Review

Conducting the annual review

In order to determine ongoing eligibility for Income Support, a full review of a recipient's eligibility must be conducted once a year for all cases. This review will be based on the application date of the recipient. Even though recipients are required to report any changes to their circumstances at the time of occurrence, an annual review is still required.

During the review, staff will meet with a recipient to review their circumstances and to assess ongoing eligibility. At the meeting, information/documentation from the original application will be reviewed and new documentation may be required if there are changes. All other changes will be recorded and placed on the applicant's file.

Tax returns

Staff should encourage and support, where necessary, long term recipients of Income Support to complete an annual tax return. However, this is not a requirement to receive Income Support. Long term support means anyone receiving financial support over 6 months from start of application.

3.5 Close

Services no longer needed

In instances where recipients no longer require Income Support or they become ineligible, the case file will close. If a file is closed but the same individual presents and requests support within a 3-month time frame, the file is reopened and the person is not required to fill out a fresh application. If the person requests support beyond 3 months after their file was closed, then a new application and intake should be completed to determine their eligibility. If they are eligible the core process for Income Support will start again.

File closure

When a case file is ready for closing staff should ensure the recipient is aware of this decision and understand that at any time their situation changes and they need financial assistance, they can reapply to Income Support. Closed files should be maintained in line with FIGs Data Protection Policy and the Social Services Record Retention Policy.

At this time, staff should encourage recipients to complete a **Service User Evaluation**.

Payments to deceased recipients

In the event of a recipient's death and if financial benefits have been provided for the week/month in which the death occurred, there will be no claw back of money from the surviving partner and/or family members.

If it becomes known that a death has occurred, staff should respond immediately to ensure no further payments are administered. If the recipient was in FIG local housing and receiving housing support through Income Support, such as rent support, staff should contact PWD immediately to report the death and make any adjustments necessary to the weekly/monthly information forwarded to that department.

3.6 Referrals

Once the assessment is completed, staff should have a better understanding of the applicant's circumstances. Signposting and/or making referrals to other community partners who may be better suited to support the applicant should be considered. An example of such a referral is to the Emotional Wellbeing Service and/or the Early Help Coordinator.

If referrals are suggested and/or recommended and there are no safeguarding issues, the applicant should sign a **Third Party Consent** form. In a joint application, it is equally important that both parties sign the **Third-Party Consent** form.

A referral can be completed by way of a telephone conversation with the referring service/person or by way of an email. Either mode of communication should be noted and placed on the applicant's file along with the **Third-Party Consent** form, if required.

3.7 Debt recovery

For the purpose of this manual, there are two types of debt that could arise within Income Support:

- Overpayments, arising from errors or incorrect information provided by the applicant (whether deliberate or inadvertent) – should be treated as debt.
- Overpayments arising from errors made by FIG – should be recovered if this can be done immediately (i.e. a double payment of Income Support has been made) – seek advice from the Treasury.

To recover overpayment of Income Support from IS recipients; each case is considered individually, taking account of the person's circumstances in assessing their ability to repay. In some cases, the agreed repayment may be small, almost a token amount to establish the principle of repaying. In other cases, more substantial or complete repayment may be appropriate.

In the event an applicant has debts to FIG unrelated to IS and is known to Treasury's Debt Recovery Team, deduction from Income Support payments will not be used as a means to recover those debts. This is because the payment is set at a level that meets people's basic needs.

If it is agreed between Treasury and Social Services that the debtor has no current capacity to repay their debts, then a review date should be set (e.g. 3 months, 6 months or 1 year) and the Treasury must not take further action to progress their debt recovery process in the interim.

Chapter 4: Income Support Elements

4.1 General

The Income Support elements a recipient is entitled to depends on their particular circumstances, and is determined based on information provided by the applicant and the resulting calculations in the ISTool.

All information gathered in the application form is unique to that individual and/or family household and not everyone's entitlement will be the same. Entitlements are based on the household/family structure, what income is included in certain family units, types of income, types of accommodation type, and different assets.

[Appendix 1](#) lists the current allowances and thresholds for Income Support entitlements.

4.2 Basic income support element

The basic income support element provides a basic allowance at either a single or couple rate, depending on the applicant's circumstances.

An allowance at a fixed rate is also provided for the first and then any subsequent children aged under 16 years who are living in the household.

An income disregard is applied to the applicant's household income before it is subtracted from their entitlement at a tapered rate.

A person who is over 65 years can apply for basic income support if their income is less than the state retirement pension. The maximum amount of entitlement will be the difference between their income and the full retirement pension. They will not qualify for the full Income Support amount.

For a breakdown of the basic income support calculation methodology, see [Chapter 7: Step 2](#).

4.3 Childcare support element

The childcare support element of Income Support is an allowance per childcare hour; for up to 25 hours per week, for up to two children aged under 12 years.

The full allowance is payable to eligible applicants with an annual household income below the lower income threshold. For applicants with an annual household income between the lower and upper income threshold, the allowance tapers from the full rate per childcare hour, down to zero when annual household income reaches the upper threshold.

The applicant for childcare support will need to provide evidence of the amount of childcare being used. There is no minimum threshold for the number of childcare hours used to qualify for support. Acceptable evidence could be an invoice from a childcare provider, or a

confirmation of booking from a childcare provider, or Income Support staff can check directly with a childcare provider if the applicant has signed a **Third-Party Consent** form.

Payments for childcare support are made in arrears, with the evidence for one period informing the payment to be made in the next period.

There is no minimum threshold for the number of hours an applicant must be working, and the number of childcare hours used does not need to match actual hours worked.

The ISTool will calculate the payment the applicant is entitled to. Question C3 on the application form captures the information required to make these calculations once an invoice is provided by the applicant.

Childcare support is paid for up to 2 children only. If the applicant uses childcare for more than 2 children and the total hours each child spends in childcare is different, support will be paid for the 2 children who spend the longest time in childcare.

Through the application process, it should be established that only one parent can claim the childcare support element through Income Support.

Childcare support payments through Income Support are additional to the universal subsidy paid directly to childcare providers by FIG under the Childcare Subsidy Scheme. Even if the maximum childcare support allowance available under Income Support is paid, there will still be a cost to parents and they will have to pay the balance to meet the childcare providers' fees.

The steps for calculating the amount of childcare support payable to an eligible applicant are detailed in [Chapter 7: Step 4](#).

4.4 Housing support element

The maximum rent support FIG local housing tenants can receive is the sum of their Service Charge and the rent charged by FIG for the property, less any heating or white goods charges.

For private sector tenants, the maximum amount of support provided is not the actual rent being paid, but the equivalent rent that the household would be paying if they had been allocated FIG housing (see [Appendix 2: FIG Housing Allocation Policy – bedroom allocation](#) for details of how that is determined).

The maximum rent support provided is based on:

- The size of property based on the number of bedrooms a household would be allocated
- The average FIG rent for that size of property.

Tenants of accommodation provided as part of an employment package are not entitled to housing support. In most cases, it will be clear whether this condition applies or not. In a minority of cases, this may require an element of judgement to assess. To help support

such judgements, the underlying policy aim is to avoid incentivising employers to charge rent in circumstances where the normal and long-standing practice has been for accommodation to be provided free of charge.

For a breakdown of the rent support calculation methodology, see [Chapter 7: Step 3](#).

4.4.1 Service Charge support for private sector and FIG local housing tenants

Service Charge support is administered through the same calculation formula as rent support in the ISTool. The Service Charge support calculations work in the same way for FIG tenants and for private sector tenants.

For FIG local housing tenants, rent and Service Charge payments are not made directly to Income Support recipients. Instead, an internal transfer is made to PWD/FIG Housing, and the tenant is charged the balance of any rent that remains due.

For private tenants, Rent & Service Charge rebates are paid directly to recipients.

4.4.2 Service Charge support for home owners

Home owners, whether or not they have a mortgage, are eligible for Service Charge support.

Chapter 5: Eligibility for Income Support

5.1 General

To be eligible for Income Support, a person must first meet all of the primary eligibility criteria. Each element of income support also has specific criteria the applicant must meet in order to qualify for that element.

There may be situations where there are exemptions to these criteria can be considered by the Head of Social Services; see [Chapter 8](#) on Emergency Assistance.

Any debts that an applicant or recipient may have with loan companies, banks, merchants and businesses or individuals, are not included in the determination of eligibility.

5.2 Primary eligibility criteria

The applicant must:

- be aged 16 or over [see [5.6.1](#)]
- be currently resident in the Islands
- have been ordinarily resident in the Islands for a minimum of 3 years
- have the right to live and work in the Islands

have total household savings no greater than £18,837.

5.3 Eligibility for basic income support element

To be eligible for the basic income support element, the applicant must either be under 65 years and:

- be working, or
- seeking work and not on the Employment Programme [see [5.6.7](#)] or
- be unemployed and not seeking work but be in one of the qualifying categories;
 - o the applicant has a medically certified disability or health condition which means they are unable to work
 - o the applicant is a carer for a person on the highest level of Attendance Allowance
 - o the applicant is pregnant and it is at most 11 weeks before the expected date of birth [see [5.6.3](#)]
 - o the applicant is a single parent or guardian and is the carer for a child with a severe disability
 - o the applicant is a single parent or guardian with a child under the statutory school age
- or aged 65 years or more

5.4 Eligibility for rent support element

To be eligible for the rent support element, the person must live in and pay rent for:

- private rented housing, or
- FIG local housing.

5.5 Eligibility for service charge support element

All persons who are required to pay the Service Charge, whether they rent, pay a mortgage, or live rent-free or mortgage-free, are eligible for the service charge support element.

5.6 Eligibility for child support element

To be eligible for the child support element, the person must provide evidence of paying for childcare provided for up to two children under the age of 12 years living in their household (see [4.3](#)).

5.7 Details of eligibility for particular groups

5.7.1 Children under 18 years applying for Income Support

16-18 year olds may be eligible for Income Support but applications from individuals under the age of 18 years should be rare. There are specific protections and provisions in place under the [Children Ordinance 2014](#) in relation to child protection and support for children and their families who are in need, financially and otherwise.

The duty of the Crown in safeguarding and promoting a child's welfare, and the enforcement of orders regarding parental responsibility, take precedence over any provisions or regulations under the Income Support scheme.

The Head of Social Services must be consulted if there is an applicant under the age of 18 years.

5.7.2 SHIELD and Enablement/Employment Programme recipients

A person receiving full payment from the Enablement/Shield/Employment programmes will not be eligible for basic income support for themselves, but would continue to receive the full additional allowances for a partner and any children where relevant.

These criteria do not apply to the rent support or childcare support components of Income Support, where the applicant needs to meet the criteria for those elements.

5.7.3 Expectant parent/maternity

A person expecting to give birth may receive Income Support for up to 11 weeks before the expected date of birth if they are not entitled to maternity pay/benefits from an employer.

The Head of Social Services has discretion to start this period earlier or extend it for longer, where there are extenuating circumstances. If there are extenuating circumstances, (see examples below), staff should assess and provide reason for this request and present it to the Head of Social Services. A medical note may be required to supplement this request.

Such examples could be, but are not limited to:

- due to medical reasons the individual is advised not to work up until the birth;

- due to medical reasons the individual is having a high-risk pregnancy and is advised to travel to the UK prior to 32 weeks of pregnancy;
- the child has a medical condition that is not stabilized within three months or;
- the individual has a medical condition that prevents them from returning to work or searching for employment after the three-month period.

There could be situations when an expectant parent does not have the means to provide for essential items required for a baby's arrival, and the Head of Social Services may consider Emergency Assistance is appropriate in these situations (see [Chapter 8](#)).

5.7.4 Recipients who are imprisoned

Providing continuity of support for recipients and their partners and/or dependent children if they are imprisoned for thirty (30) days or less is important in providing the household with stability.

Income Support will be discontinued when a recipient is imprisoned for more than thirty (30) consecutive days (remand and/or sentenced prisoners). In the case of a single recipient, Income Support will be stopped. It will be the recipient's responsibility to either contact staff prior to their release date or upon their release date if they will need Income Support at that time. In the case of a prisoner being in prison for more than thirty consecutive days, and depending on the individual situation and risk of serious hardship when released, a case can be presented to the Head of Social Services for an extension of benefits.

In the event a recipient is imprisoned for less than 30 days, and there are remaining household members living in the family dwelling, continuity of Income Support for a partner and dependent children will remain. After 30 days, the spouse and/or children will be reassessed for Income Support.

All efforts should be made to support a family/household from further hardship and possible homelessness when one partner is imprisoned. This could include providing Emergency Assistance and/or collaboration with the Probation Officer and other staff at Social Services.

5.7.5 Absences from the Islands for medical reasons

An applicant must be present in the Falkland Islands in order to receive Income Support. If a recipient has to travel abroad for medical treatment (for themselves or affecting a close family member), Income Support will continue for up to three years during which time applicants should claim social benefits where they are living.

Other situations that may arise must be approved by the Head of Social Services, including a need to provide additional support via Emergency Assistance.

5.7.6 Victims of domestic abuse

The Head of Social Services has discretion to assess eligibility for and entitlement to income support of victims of domestic abuse in their own right, without needing to take account of their former partner's earnings and regardless of whether a separate application for income support is made by the abusive partner. In some cases, additional Emergency

Assistance support may be provided to enable them to move accommodation and secure independence.

If Income Support staff are presented with a domestic abuse situation and process and/or referral options are not clear, they must consult with the Head of Social Services.

There may be statutory obligations ([Children Ordinance 2014](#)) for a referral to either the Children's Social Worker or the Adult Social Worker within Social Services. Otherwise, Income Support staff can make a referral or signpost to another community resource for ongoing support.

The Head of Social Services has discretion to provide financial assistance to any person who is in immediate and urgent need of financial assistance; and who has exhausted all other sources of financial support, for example because they:

- are living in, or have left, an abusive situation; or
- otherwise have a need for financial assistance arising from circumstances linked to family violence; or
- cannot access other financial support quickly enough.

Emergency Assistance can be provided as a one-off grant or loan for such things as:

- costs to stay in a hotel for a short time if nothing else is available;
- costs to move within the Islands ;
- a deposit for renting a new home if this is required;
- costs for basic needs such as basic household furniture, food, and clothing and other personal items.

5.7.7 Adults with disabilities

Applications by adults with disabilities will be assessed on an individual basis and supporting medical evidence will be required. Payments should not be withheld if the applicant and/or staff are waiting on medical information.

In addition to Income Support the person may also qualify for the Attendance Allowance.

Disabled persons may be eligible for Income Support if they:

- do not yet qualify for the Employment Programme (i.e. because they have not been out of work for 6 weeks or more);
- cannot qualify for the Employment Programme because they live in Camp or have a disability that prevents them from working at all;
- qualify for the Employment Programme but have not yet started;
- have been removed from the Employment Programme.

5.7.8 Carers

An applicant who is the sole or main carer of a person who receives the high rate or medium rate of Attendance Allowance is eligible for income support.

5.7.9 Ineligible applicants

If the primary eligibility criteria for Income Support are not met the applicant will not be eligible for financial support, and the reasons why should be discussed with and explained to the applicant. Further to this and if relevant, the Income Support Worker should offer signposting of community services/recourses and/or relevant referrals.

Individuals who are ineligible and are at risk of falling into serious hardship may qualify for Emergency Assistance (see [Chapter 8](#)). All such cases should be referred to the Head of Social Services for review.

Chapter 6: Assessing Income

6.1 Assessment period

All sources of income received by an applicant within two months of the initial application will be required in order for the application to be processed, according to the principles set out in this section, and should be declared in the **Income Support Application** process.

All income is calculated from the gross amount when calculating Income Support.

6.2 Whose income counts

The Income Support assessment will take account of the gross incomes of:

- the applicant
- a partner living at the same address (including: married couples, civil partners, and people who are living together as if they were married or civil partners)
- children aged 16 years or over living at the same address, who are not in full time education.

The Income Support assessment will not take account of the incomes of:

- a partner who is absent from the Islands and that absence is expected to exceed 6 months
- a partner from whom the applicant has separated but are still living in the same household by necessity, or one partner refuses to leave the household (including if a victim of domestic abuse is unable to leave the household they share with their partner)
- other family members residing at the same address
- people sharing a house, who do not otherwise have a family connection and do not operate as a single financial unit
- lodgers, who will not be considered as part of the household, but the rent they pay for lodging will be considered as part of the applicant's income.

6.3 Types of income included

In general, all earned and unearned income will be considered when assessing income.

This includes:

- Income from employment or self-employment
- Accommodation and board provided as benefits in kind (BiK) from an employer:
 - o Where a whole dwelling is provided, housing is deemed as equivalent to an annual income of £1,000 per room (furnished) or £750 per room (unfurnished), in each case up to a maximum of 7 rooms. Where board and accommodation is provided, this is deemed as equivalent to an annual income of £4,000, calculated as follows:
 - £1,500 for accommodation
 - £1,500 for board
 - £1,000 for heating and/or electricity

- o the level of BiK income and the resulting benefit entitlement will be calculated on a monthly basis.
- Unearned income including rent payments from letting property, income from shares or other investments
- Any payments made by lodgers, extended family members or other adults in the household towards rent or household bills
- Income from local and overseas pensions received, including state, occupational and private pensions
- Child maintenance payments made by a separated partner
- Income from benefits or other FIG payments where these are made for overall income support, including:
 - o Employment Programme payments;
 - o Enablement and Shield Programme payments (excluding Shield profit share payments);
 - o Payments through the Job Retention Furlough Scheme, the Self-
 - o Employed Income Supplement Scheme, the Unemployment Subsidy Scheme, or similar future schemes.

6.4 Types of income that are not considered in the assessment for Income Support

Some types of income are not counted for the purposes of determining Income Support entitlements, including:

- Benefit payments for a defined purpose, including:
 - o Family Allowance
 - o Attendance Allowance
 - o Pension Contribution Credits
 - o Per diems issued by KEMH for medical travel (MTO payments)
 - o Fostering Allowance
 - o Special Guardianship/Adoption Allowance
 - o Travel Credits
 - o Christmas Bonuses for Pensioners
- Income of separated partners within/outside the home
- Income of partners absent for more than 6 months
- Income Tax Refunds of less than £500
- A one-off gift of money of less than £500, or a series of gifts of money totalling less than £500, in a 12-month period.

Chapter 7: Calculation of Entitlement Amounts

7.1 Calculating Income Support entitlements

The ISTool is used to calculate the applicant's Income Support payment. Where circumstances or income levels have changed since the previous month, a fresh calculation will be undertaken to capture these changes of income and to award accordingly.

The tool will produce the correct calculation across all elements of Income Support, provided that the applicant's details and circumstances have been entered accurately.

[Appendix 1](#) lists the current allowances and thresholds for Income Support entitlements.

The general method for calculating each element is to subtract an applicant's maximum allowances less any deductions from their total household income, using a tapered approach.

To support understanding and to provide a means to cross-check any outputs from the calculation tool, the calculation methodology is detailed below. The detailed formulas for producing the calculations are provided in [Appendix 4](#).

An applicant's Income Support entitlement is the sum of their entitlements, where applicable, from each of the IS elements:

- basic income support element
- rent support element
- Service Charge support element
- child support element

Before proceeding with calculating the applicant's Income Support entitlement, ensure that they fulfil the [primary eligibility criteria](#) and the additional criteria for each of the elements they are applying for:

- [Eligibility for basic income support element](#)
- [Eligibility for rent support element](#)
- [Eligibility for Service Charge support element](#)
- [Eligibility for child support element](#)

Step 1: Calculate the total monthly household income

Determine the applicant's total monthly household income by adding together the relevant income from all sources for each person in the household. Refer to [Chapter 6](#) for details of whose income counts; what income counts; and what income is not counted.

Step 2: Calculate the basic income support entitlement

If the applicant is eligible for the basic income support element, (see [section 5.3](#) for the eligibility criteria), their entitlement is calculated as follows (see [Appendix 1](#) for the allowance values and thresholds):

- (i) Add up the personal allowance and child allowance(s) the applicant is entitled to, to get their **maximum basic income support allowance**.
 - The level of the personal allowance used depends on whether the applicant is applying as a single person or as a couple
 - If the applicant has one or more children aged under 16 years living in their household, they are entitled to the child allowance element. A full allowance is applied to the first child and a partial allowance for any additional children.
- (ii) Subtract the permitted income disregard value from the applicant's total monthly household income (the value calculated at [Step 1](#) above) to calculate the **basic income support reckonable income**.
- (iii) Multiply the **basic income support reckonable income** by the basic income support taper to produce the **total deductions** figure.
- (iv) Subtract the **total deductions** figure from the **maximum basic income support allowance**.
 - If the resulting value is greater than zero, that is the amount of basic income support the applicant is entitled to
 - If the resulting value is zero or less than zero, the applicant is not entitled to a basic income support payment.

Step 3: Calculate the rent support entitlement

If the applicant is eligible for the rent support element, (see [section 5.4](#) for the eligibility criteria), their entitlement is calculated as follows (see [Appendix 1](#) for the allowance values and thresholds):

- (i) Add the applicant's total monthly household income (the value calculated at [Step 1](#)) to their basic income support entitlement; the value calculated at [Step 2 \(iv\)](#) to produce the **rent support reckonable income**.

- (ii) Add up all of the personal, child, premium and earnings allowances the applicant is entitled to, to get their **maximum rent support allowance**.
 - The levels of the allowances applied depend on whether the applicant is applying as a single person or as a couple; the age of the applicant and their partner, if applicable; if they have children and the ages of those children, and the applicant's household income level.
- (iii) If any members of the household are lodgers or children aged 16 years and over who are not in education, subtract the permitted deduction from the **maximum rent support allowance**, to produce the **adjusted allowances** figure.
- (iv) Subtract the **adjusted allowances** figure from the applicant's **rent support reckonable income** and multiply that figure by the rent support taper.
 - If the resulting value is greater than zero, that is the amount of rent support the applicant is entitled to, up to a maximum which is the rent (excluding any heating or other charges) that the applicant pays per month¹
 - If the resulting value is zero or less than zero, the applicant is not entitled to a rent support payment.

Step 4: Calculate the childcare support entitlement

If the applicant is eligible for the childcare support element, (see [section 5.6](#) for the eligibility criteria), their entitlement is calculated as follows (see [Appendix 1](#) for the allowance values and thresholds):

- (i) Add the applicant's total monthly household income (the value calculated at [Step 1](#)) to their basic income support entitlement; the value calculated at [Step 2 \(iv\)](#) and multiply that figure by 12 to get their annual household income. Round that value to the nearest 100 pounds to produce their **childcare support reckonable income**.
- (ii) Calculating the amount of childcare support the applicant is entitled to depends on their reckonable income:
 - If the applicant's **childcare support reckonable income** is greater than the upper childcare support income threshold, they are not entitled to a childcare support payment.
 - If the applicant's **childcare support reckonable income** is less than or equal to the lower childcare support income threshold, the maximum childcare support allowance is used to calculate their entitlement, as follows:
 - (a) For each child, multiply the maximum childcare support allowance for the relevant period by either the number of childcare hours used during that

¹ Note that for private sector tenants, the amount of rent support paid is capped. See [4.4](#) for details.

period, or the maximum childcare hours permitted for that period; whichever is the lower.

- If the applicant's **childcare support reckonable income** is between the lower and upper income thresholds, the childcare support element is calculated as follows:
 - (a) For each child, multiply the maximum childcare support allowance for the period by the childcare support taper and then multiply that figure by either the number of childcare hours used during that period, or the maximum childcare hours permitted for that period; whichever is the lower.
 - (b) Then divide that value by the maximum number of childcare hours permitted for the period.
 - (c) Then subtract that figure from the maximum childcare support allowance for the period, to produce their childcare support entitlement.
- (iii) If the resulting value is:
 - Zero or less than zero, the applicant is not entitled to a childcare support payment
 - Greater than zero, the applicant is entitled to a full or partial childcare support payment

Step 5: Calculate the total Income Support entitlement amount

- (i) The values calculated at Steps 1 to 4 for each element (where applicable, and where those values are greater than zero) are added together to produce the total Income Support payment the applicant is entitled to.

Chapter 8: Emergency Assistance

8.1 General

No set of benefit rules can cover all circumstances and there will always be a risk that some people in need will 'slip through the net', or there may be times when people have exhausted all avenues for emergency supports and need funds to reduce potential risk to themselves and/or family. The Head of Social Services must personally approve any financial assistance provided as Emergency Assistance.

8.2 Eligibility

Emergency Assistance can be granted to any person who is in immediate and urgent need of financial assistance and has exhausted all other sources of financial support.

8.3 Approvals

It is the responsibility of the applicant to access all other financial resources prior to a request for Emergency Assistance being submitted. All other potential sources of support, including charitable sources, should be explored so that Emergency Assistance is the 'funding of last resort'.

It is the responsibility of staff to assess any situation presented and to seek approval for the Emergency Assistance claim from the Head of Social Services via the completion of an **Emergency Assistance Decision** form. The Head of Social Services will deny or approve this request and record the outcome.

8.4 Repayments

Emergency Assistance may be provided on a grant or loan basis. This determination for 'write off' amounts is at the approval of the Head of Social Services and should also be recorded on the **Emergency Assistance Decision** form.

Where a recipient has expressed a desire to repay, Income Support staff may agree to a reasonable schedule of repayment. When considering repayment options, they should be achievable and not over burdensome for the applicant.

Chapter 9: Claim Reconsiderations and Complaints

9.1 General

An applicant/recipient of Income Support has the right to request that their claim is reconsidered and/or to make a complaint about the service and should be encouraged to do so if staff are aware that they feel they have been treated unfairly.

9.2 Claim reconsideration procedure

Claims can be reviewed at any time. If a complaint is made, the claim will firstly be reviewed by Income Support staff ("Determination review"). If the issue is not resolved, it will be referred to the Head of Social Services for reconsideration ("claim reconsideration").

Determination Review

A Determination Review can be requested when an applicant/recipient disagrees with a decision made about eligibility for, or entitlement to, Income Support. They should contact the office to speak to the assessor about their claim. Any discussions should be documented and placed in the person's file.

If the person is not satisfied with that explanation, they can ask for the decision to be looked at again – this is called 'Claim Reconsideration'.

Claim Reconsideration

Once a Review has been completed, an applicant can ask for a Claim Reconsideration by completing a **Claim Reconsideration Form**. This must be requested within one month of the date the decision was made. A Claim Reconsideration can be requested after one month has passed in exceptional circumstances, e.g. hospitalisation, or a bereavement.

Once the **Claim Reconsideration** form has been completed, will be sent to the Head of Social Services. The Head of Social Services will contact the applicant within 5 working days to arrange a meeting and to discuss the claim.

The Head of Social Services will advise the applicant of the outcome of the Claim Reconsideration; this may be immediately following the meeting or within 10 working days of the meeting, depending on how complicated the review is. This outcome should be sent to the applicant in writing and a copy placed on the file.

If after this meeting with the Head of Social Services the applicant still thinks the outcome of the claim reconsideration is wrong, they should be advised that they can submit their claim reconsideration to the Director of Health and Social Services. This must be done within 1 month of the date the applicant's claim reconsideration was reviewed with the Head of Social Services.

The Head of Social Services will provide all of the information associated with the claim reconsideration to the Director of Health and Social Services. The applicant should not need to submit anything further. The Director of Health and Social Services will review the claim and may consult with other FIG Directors as part of the review process.

The applicant should be advised that they will be contacted within 10 working days to arrange a meeting with the Director of Health and Social Services to discuss the claim reconsideration.

All decisions from this meeting will be followed up in writing; a letter detailing the outcome will be sent to the applicant and copying the Head of Social Services, and a copy will be kept on the case file.

The Head of Social Services will advise the Income Support Worker of the outcome and will instruct on any changes that will apply to the original decision.

9.3 Complaints procedure

Complaints can be made when an applicant/recipient feels that they have been treated unfairly or they wish to lodge a complaint about the service. They should be encouraged to contact the Income Support team in the first instance to see if the complaint can be resolved.

If an initial meeting to discuss the complaint does not satisfy the applicant/recipient, they should be advised of the next steps. They should complete a **Complaints** form and that form should be forwarded to the Head of Social Services for review. All timeframes and steps in this process of complaints should be the same as for the claim reconsideration procedure and claim reconsideration.

Any discussions, meeting minutes and letters sent to an applicant/recipient should be documented and placed in the case file.

9.4 Formal complaints

If there is no resolution with the above procedures and the applicant/recipient requests to elevate the claim reconsideration/complaint, they should be advised they can contact the Principal Complaints Commissioner as the final avenue for claim reconsiderations and complaints outside the Department of Health and Social Services.

Further details on what is involved in this process are available on the Principal Complaints Commissioner's website www.pcc.org.fk.

People should be aware that there is a time limit for the submission of complaints to the Principal Complaints Officer – all complaints must be submitted within 12 months from the date of the matter arising.

Chapter 10: Forms

10.1 Income Support Application [Including Applicant Declaration]

10.2 Third-Party Consent

10.3 Service User Evaluation

10.4 Emergency Assistance

10.5 Claim Reconsideration

10.6 Complaints

10.7 Winter Fuel Allowance Application



INCOME SUPPORT APPLICATION FORM

Section A: Applicant Details

A1. Name:

A2. Address:

A3. Date of birth (dd/mm/yyyy):

A4. Is the applicant a pensioner?

☐

Yes

☐

No

A5. Is the applicant a widow(er)?

☐

Yes

☐

No

A6. Phone number:

 (Landline) (Mobile)

A7. email address:

A8. Applicant's immigration status (tick one box under the relevant column):

	Applicant is primary permit holder	Applicant is a dependent of the permit holder	Permit expiry date (dd/mm/yyyy)
Status holder	☐	☐	N/A
PRP holder	☐	☐	N/A
Work Permit holder	☐	☐	
Residence Permit holder	☐	☐	
Other, provide details:			

A9. Length of time the applicant has been living in the Islands (years):

A10. Applicant's employment status:

☐

Employed



Number of hours worked per week (on average, if it varies):

☐

Unemployed and seeking work

☐

Unemployed and not seeking work (Answer question A7)



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A11. If the applicant is unemployed and not seeking work, please tick the relevant box below:

- ☐ Not applicable
- ☐ Applicant is of statutory pension age
- ☐ Applicant has a medically certified disability or health condition which means they are unable to work
- ☐ Applicant is a carer for a person on the high and medium level of Attendance Allowance
- ☐ Applicant is pregnant and it is at most 11 weeks before the expected date of birth
- ☐ Applicant is a single parent or guardian and is the carer for a child with a severe disability
- ☐ Applicant is a single parent with a child under the statutory school age

Section B: Housing Details

B1. Does the applicant live in rental housing provided by FIG?

☐

Yes

☐

No

What is the monthly cost of:

Rent:

Service Charge:

If the applicant lives in FIG housing, what is the heating cost per month?

Section C: Household Members

C1. List all of the people who usually live at the address detailed in A2, their date of birth, their relationship with the applicant and whether they are a lodger at the address. The applicant should be recorded as Person 1.

Person 1:

	Name	Date of birth	Relationship	Lodger (yes/no)
Person 2:				
Person 3:				
Person 4:				
Person 5:				
Person 6:				
Person 7:				



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C2. Is the applicant applying for Income Support as a single person or as part of a couple?

☐

Single Person

☐

Couple

C3. If any of the household members listed in C1 above are children aged under 12 years who attend formal childcare (either a nursery or a childminder), tick the relevant box below:

☐

Person 2

☐

Person 3

☐

Person 4

☐

Person 5

☐

Person 6

☐

Person 7

C4. If any of the household members listed in C1 above are children aged 16 and over, who are not in full time education, tick the relevant box below:

☐

Person 2

☐

Person 3

☐

Person 4

☐

Person 5

☐

Person 6

☐

Person 7

Section D: Household Income

D1. Provide details of the total gross monthly incomes of the following household members: Continue on a separate sheet if more space is needed for additional household members.

Income from:	Applicant	Applicant's Spouse/partner	Individual 1 identified at C4	Individual 2 identified at C4
All employment and self-employment				
All local pensions				
All overseas pensions				
All shares, investments or rents received				
Any other income including interest on savings				
Total per household member:				

D2. What is the total amount of savings held by all members of the household aged 16 and over and not in full time education?

D3. Does the applicant or anyone in their household receive any benefits in kind from their employer, including accommodation and board?

☐

Yes

☐

No



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If the applicant or anyone in their household receives benefits in kind from their employer, provide details below:

	Yes or No	Number of rooms
Accommodation – whole dwelling, furnished:		
Accommodation – whole dwelling, not furnished:		
Accommodation only:		
Board only:		
Heating and/or electricity only:		
Full board and accommodation:		

D4. Does the applicant or anyone in their household receive any payments towards rent or household bills from lodgers, extended family members or other adults in the house?

☐

Yes

☐

No

If yes, please provide the total amounts received per month for:

Rent:

Bills:

Other:

Section D: Household Income continued

D5. Does the applicant or their spouse/partner receive child maintenance payments from a separated partner?

☐

Yes

☐

No

If yes, please provide the amount received per month:

D6. Does the applicant or anyone in their household receive any other income supports from FIG?

This includes the Employment Programme, Enablement Programme, Shield Programme (excluding Shield profit share payments), or any other income support, income subsidy, or employment retention scheme provided by FIG.

☐

Yes

☐

No

If the applicant or anyone in their household receives any other income supports from FIG, please provide the names of the supports received for each person listed below:

Person:

Name of income support(s) received:

Applicant

Applicant's partner/spouse

Individual 1 identified at C1



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Individual 2 identified at C1

Individual 3 identified at C1

Individual 4 identified at C1

Individual 5 identified at C1

If the applicant or their spouse/partner (if relevant) is in receipt of Attendance Allowance, what level do they receive i.e. a variable low level, or a low, medium or high rate?

Attendance
Allowance Level

Applicant:

Spouse/partner
(if relevant):



Section E: How We Pay You

E1. Please tell us the account details below.

Name of the account holder:

Account number:

Individual 1 identified at C1

E2. Does this account belong to the applicant?

Yes

Continue to page 7

No

Benefit payments may be made in to an appointed personal bank account where the claimant is either too ill or disabled or lacks the mental capacity to manage their own benefits. In the absence of Enduring Power of Attorney or Receivership it will be necessary for the nominated appointee to complete the Appointee application process and for the Appointeeship to be authorised by the Head of Social Services.

E3. Do you hold Enduring Power of Attorney / Receivership for Financial Affairs? (Please provide evidence)

Yes

No

E4. Would you like to apply to become the nominated Appointee for the applicant?

Yes

No

Appointee applicant

Name:

Address:

Telephone number:

Date of Appointee application
assessment:

Date of approval by HSS:



Applicant Declaration

CONSENT FOR ACCESS TO AND USE OF PERSONAL DATA

- ☐ I consent to the Social Services Department contacting my employer(s), landlord, and/or any other FIG Department, including the Taxation Office, for any such details that may be required to verify the information provided in this application form and for the assessment of my eligibility and/or ongoing receipt of income support.
- ☐ I understand that information related to my income support application, and any payments I receive, may be collected, used and disclosed within Social Services Department and other relevant FIG Departments, or in an anonymised format to other FIG Departments for the purposes of statistical analysis.
- ☐ I understand that the personal information collected, used and disclosed by staff will be limited to the amount necessary to achieve the purpose required.
- ☐ I understand that without consent to collect, use and disclose necessary and relevant information, my application for income support cannot be processed.
- ☐ I understand that my application may be assessed regularly to satisfy the Social Services Department that I am complying with FIG regulations.

DUTY TO REPORT

- ☐ I understand that I must inform staff about any changes to my situation, or the situation of members of my household linked to this application.
- ☐ I agree that when requested I will provide the Social Services Department with any updated information requested for the continuity of my income support assessment.
- ☐ I understand that I must declare all money received, at any time, when receiving income support.
- ☐ I understand that Income Support/Social Services Department is legally obligated to disclose personal information to comply with a court order or in cases where staff suspect harm may come to me or others.

MY RIGHTS

- ☐ I understand that I can access my information through a written request to the Head of Social Services.
- ☐ I understand that I can make a complaint to the Head of Social Services if I feel that my privacy has not been maintained or that my information is not collected, used or disclosed appropriately.

I, the undersigned, declare that the particulars given in this form are correct and complete, and that I may be liable to prosecution if I make a false declaration.

Applicant name: _____

Applicant signature: _____

Date: _____

Second applicant name: _____

Second applicant signature: _____

Date: _____

Income Support Worker name: _____

Income Support Worker signature: _____

Date: _____



INCOME SUPPORT THIRD PARTY CONSENT FORM

By completing this consent form, you allow the Income Support Worker to discuss and disclose information about your application and/or ongoing receipt of income support with the individuals or organisations that you have nominated below. It is your right to change or withdraw your consent to share this information at any time.

Section A: Applicant/Recipient Details

A1. Name: _____

A2. Address: _____

A3. Date of birth (dd/mm/yyyy): _____

Section B: Specific Third Parties

B1. Third Party 1

Name: _____

Organisation or Company (if applicable): _____

Address: _____

Phone number: _____ (Landline) _____ (Mobile)

email address: _____

Consent period - if you do not specify an end date, we will assume that your consent will continue until you change or withdraw it in writing.

Consent period begins (dd/mm/yyyy): _____

Consent period ends (dd/mm/yyyy): _____



Section B: Specific Third Parties continued.

B2. Third Party 2

Name: _____

Organisation or Company (if applicable): _____

Address: _____

Phone number: _____ (Landline) _____ (Mobile)

email address: _____

Consent period - if you do not specify an end date, we will assume that your consent will continue until you change or withdraw it in writing.

Consent period begins (dd/mm/yyyy): _____

Consent period ends (dd/mm/yyyy): _____

B3. Third Party 3

Name: _____

Organisation or Company (if applicable): _____

Address: _____

Phone number: _____ (Landline) _____ (Mobile)

email address: _____

Consent period - if you do not specify an end date, we will assume that your consent will continue until you change or withdraw it in writing.

Consent period begins (dd/mm/yyyy): _____

Consent period ends (dd/mm/yyyy): _____



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Section C: Applicant Declaration

MY RIGHTS

- ☐ I understand that by providing my consent, my information may be made available to the person(s) and/ or organisation(s) listed on this form.
- ☐ I understand that I am entitled to change or withdraw my consent at any time.
- ☐ The consent I provide, as set out in this form, is valid from the date I give consent and will continue until I change or withdraw it, or until any specified end date I have given.
- ☐ I agree that by making my information available, the Income Support Worker will not be responsible for any loss or damage (whether direct or indirect) that may arise from the use of this information, other than where it is due to or attributable to grossly negligent or fraudulent conduct by the Income Support Worker.

Applicant name: _____

Applicant signature: _____

Date: _____

Income Support Worker name: _____

Income Support Worker signature: _____

Date: _____



INCOME SUPPORT SERVICE USER EVALUATION FORM

We want to hear from you!

Getting feedback about your experience in accessing Income Support is very valuable to us. It is a way for us to find out what is working and what is not. We appreciate your comments; good or bad.

Filling out this form is voluntary and the information you share is confidential to Income Support staff only.

There are a few options for filling out this form:

1. you can fill out the form yourself, sign it and give it back to Income Support staff;
2. you can fill it out, not sign it so to keep your information anonymous and drop it off; or
3. you can talk with staff and they can fill out the form with you and you can either sign it or not.

Part A: About you

We ask these questions to see if different groups of people respond in different ways – this is important, as it lets us know if everyone accessing Income Support has the same experiences, or if certain groups have different experiences.

What is your gender?

- ☐ Female ☐ Male ☐ Other

Where do you live in the Islands?

- ☐ Stanley
☐ East Falkland
☐ West Falkland
☐ An outer island
☐ Other, please provide details: _____

What is your age group?

- ☐ 16 - 18 ☐ 25 - 34 ☐ 45 - 54 ☐ 65 and over
☐ 19 - 24 ☐ 35 - 44 ☐ 55 - 64

How long have you been living in the Islands?

- ☐ Less than 3 years ☐ 3 to 7 years ☐ 8 to 10 years ☐ More than 10 years



What elements of Income Support do you receive? You can tick all that apply:

- ☐ I'm not sure
- ☐ Basic income support
- ☐ Housing support
- ☐ Child care support

What other benefits do you receive? You can tick all that apply:

- ☐ I'm not sure
- ☐ Attendance Allowance
- ☐ Winter Fuel Allowance
- ☐ Family Allowance
- ☐ Other, please provide details: _____

Section B: Accessing Income Support

How long have you been accessing Income Support?

- ☐ Less than 3 months ☐ 7 to 12 months ☐ Over 1 year ☐ On and off for several years

If you accessed Income Support for the first time this year, how easy did you find it to apply?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Not applicable | Very easy | Fairly easy | Neutral | Fairly difficult | Very difficult |
| ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

If you would like to comment on your experience of applying for Income Support you can provide details here:



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Have you contacted the Income Support staff in the last 3 months?

☐

Yes

☐

No

☐

Not sure

If you did contact Income Support staff in the last 3 months, did you get the information you needed?

☐

Not applicable

☐

Yes

☐

No

☐

Not sure

How satisfied are you with the level of Income Support you receive?

Not applicable

☐

Very
dissatisfied

☐

Fairly
dissatisfied

☐

Neutral

☐

Fairly
satisfied

☐

Very
satisfied

☐

If you didn't qualify for Income Support, were you offered or provided with information on other community supports available?

☐

Not applicable

☐

Yes

☐

No

☐

Not sure

If there is anything else you would like to comment on, you can do so here:



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Thank you for your responses to the evaluation – this will help us deliver the best service we can provide.

If you are happy to be contacted in relation to your responses, please provide your details below:

Name: _____

Phone number: _____

Date: _____



INCOME SUPPORT EMERGENCY ASSISTANCE DECISION FORM

Section A: Applicant Details

A1. Name: _____

A2. Address: _____

A3. Date of birth (dd/mm/yyyy): _____

A4. Is the applicant a pensioner? ☐ Yes ☐ No

A5. Is the applicant a widow(er)? ☐ Yes ☐ No

A6. Phone number: _____ (Landline) _____ (Mobile)

A7. email address: _____

A8. Applicant's immigration status (tick one box under the relevant column):

	Applicant is primary permit holder	Applicant is a dependent of the permit holder	Permit expiry date (dd/mm/yyyy)
Status holder	☐	☐	N/A
PRP holder	☐	☐	N/A
Work Permit holder	☐	☐	
Residence Permit holder	☐	☐	
Other, provide details:	_____		

A9. Length of time the applicant has been living in the Islands (years):

A10. Applicant's employment status:

☐ Employed ➡ Number of hours worked per week (on average, if it varies):

☐ Unemployed and seeking work

☐ Unemployed and not seeking work (Answer question A7)



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A11. If the applicant is unemployed and not seeking work, please tick the relevant box below:

- ☐ Not applicable
- ☐ Applicant is of statutory pension age
- ☐ Applicant has a medically certified disability or health condition which means they are unable to work
- ☐ Applicant is a carer for a person on the highest level of Attendance Allowance
- ☐ Applicant is pregnant and it is at most 11 weeks before the expected date of birth
- ☐ Applicant is a single parent or guardian and is the carer for a child with a severe disability
- ☐ Applicant is a single parent with a child under the statutory school age

Section B: Housing Details (If already completed sections B – E of Income Support form continue from section E)

B1. Does the applicant live in rental housing provided by FIG?

- ☐ Yes ☐ No

What is the monthly cost of:

Rent: Service Charge:

If the applicant lives in FIG housing, what is the heating cost per month?

Section C: Household Members

C1. List all of the people who usually live at the address detailed in A2, their date of birth, their relationship with the applicant and whether they are a lodger at the address. The applicant should be recorded as Person 1.

Person 1:

	Name	Date of birth	Relationship	Lodger (yes/no)
Person 2:				
Person 3:				
Person 4:				
Person 5:				
Person 6:				
Person 7:				



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C2. Is the applicant applying for Income Support as a single person or as part of a couple?

☐

Single Person

☐

Couple

C3. If any of the household members listed in C1 above are children aged under 5 years who attend formal childcare (either a nursery or a childminder), tick the relevant box below:

☐

Person 2

☐

Person 3

☐

Person 4

☐

Person 5

☐

Person 6

☐

Person 7

C4. If any of the household members listed in C1 above are children aged 16 and over, who are not in full time education, tick the relevant box below:

☐

Person 2

☐

Person 3

☐

Person 4

☐

Person 5

☐

Person 6

☐

Person 7

Section D: Household Income

D1. Provide details of the total gross monthly incomes of the following household members: Continue on a separate sheet if more space is needed for additional household members.

Income from:	Applicant	Applicant's Spouse/partner	Individual 1 identified at C4	Individual 2 identified at C4
All employment and self-employment				
All local pensions				
All overseas pensions				
All shares, investments or rents received				
Any other income including interest on savings				
Total per household member:				

D2. What is the total amount of savings held by all members of the household aged 16 and over and not in full time education?

D3. Does the applicant or anyone in their household receive any benefits in kind from their employer, including accommodation and board?

☐

Yes

☐

No



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If the applicant or anyone in their household receives benefits in kind from their employer, provide details below:

	Yes or No	Number of rooms
Accommodation – whole dwelling, furnished:		
Accommodation – whole dwelling, not furnished:		
Accommodation only:		
Board only:		
Heating and/or electricity only:		
Full board and accommodation:		

D4. Does the applicant or anyone in their household receive any payments towards rent or household bills from lodgers, extended family members or other adults in the house?

☐

Yes

☐

No

If yes, please provide the total amounts received per month for:

Rent:

Bills:

Other:

Section D: Household Income continued

D5. Does the applicant or their spouse/partner receive child maintenance payments from a separated partner?

☐

Yes

☐

No

If yes, please provide the amount received per month:

D6. Does the applicant or anyone in their household receive any other income supports from FIG?

This includes the Employment Programme, Enablement Programme, Shield Programme (excluding Shield profit share payments), or any other income support, income subsidy, or employment retention scheme provided by FIG.

☐

Yes

☐

No



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If the applicant or anyone in their household receives any other income supports from FIG, please provide the names of the supports received for each person listed below:

Person: Name of income support(s) received:

Applicant

Applicant's partner/spouse

Individual 1 identified at C1

Individual 2 identified at C1

Individual 3 identified at C1

Individual 4 identified at C1

Individual 5 identified at C1

If the applicant or their spouse/partner (if relevant) is in receipt of the Attendance Allowance, what level do they receive i.e. Level A, B, or C?

Attendance
Allowance Level

Applicant:

Spouse/partner
(if relevant):



Section E: Emergency Assistance Assessment

E1. Is the applicant eligible for income support?

☐

Yes

☐

No

If no, please provide details why they are ineligible:

E2. Is the applicant making a request for assistance under the Emergency Assistance fund?

☐

Yes

☐

No

If yes, please provide details of the need for Emergency Assistance:

E3. What is the risk to the individual and/or their household if they do not receive Emergency Assistance assistance?



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E4. What other sources of assistance has the applicant tried to access and what support have and/or will they receive?

E5. What support plan is recommended for the applicant:

☐

No Emergency Assistance support is recommended at this time

☐

Applicant is considered eligible for income support

☐

A one-off payment, or a series of time-limited payments, is made to the applicant.
Please provide details here:



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E6. continued:

☐

Material support(s) are provided to the applicant. Please provide details here.

☐

Other, please provide details:



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Section F: Basis of Support and Repayment Details

F1. Is it recommended that any support provided under Emergency Assistance is on a loan basis?

☐

Yes

☐

No

If yes, please provide details of the repayment plan here:

Section G: Agreement to Repay (if applicable)

Applicant name: _____

Applicant signature: _____

Date: _____

Income Support Worker name: _____

Income Support Worker signature: _____

Date: _____

Head of Social Services name: _____

Head of Social Services signature: _____

Date: _____



Applicant Declaration

CONSENT FOR ACCESS TO AND USE OF PERSONAL DATA

- ☐ I consent to the Social Services Department contacting my employer(s), landlord, and/or any other FIG Department, including the Taxation Office, for any such details that may be required to verify the information provided in this application form and for the assessment of my eligibility and/or ongoing receipt of income support.
- ☐ I understand that information related to my income support application, and any payments I receive, may be collected, used and disclosed within Social Services Department and other relevant FIG Departments, or in an anonymised format to other FIG Departments for the purposes of statistical analysis.
- ☐ I understand that the personal information collected, used and disclosed by staff will be limited to the amount necessary to achieve the purpose required.
- ☐ I understand that without consent to collect, use and disclose necessary and relevant information, my application for income support cannot be processed.
- ☐ I understand that my application may be assessed regularly to satisfy the Social Services Department that I am complying with FIG regulations.

DUTY TO REPORT

- ☐ I understand that I must inform staff about any changes to my situation, or the situation of members of my household linked to this application.
- ☐ I agree that when requested I will provide the Social Services Department with any updated information requested for the continuity of my income support assessment.
- ☐ I understand that I must declare all money received, at any time, when receiving income support.
- ☐ I understand that Income Support/Social Services Department is legally obligated to disclose personal information to comply with a court order or in cases where staff suspect harm may come to me or others.

MY RIGHTS

- ☐ I understand that I can access my information through a written request to the Head of Social Services.
- ☐ I understand that I can make a complaint to the Head of Social Services if I feel that my privacy has not been maintained or that my information is not collected, used or disclosed appropriately.

I, the undersigned, declare that the particulars given in this form are correct and complete, and that I may be liable to prosecution if I make a false declaration.

Applicant name: _____

Applicant signature: _____

Date: _____

Income Support Worker name: _____

Income Support Worker signature: _____

Date: _____



INCOME SUPPORT CLAIM RECONSIDERATION FORM

How to request a Claim Reconsideration in respect of an Income Support decision.

The reconsideration of a claim is a two-stage process:

- Stage One is a Determination Review – undertaken by the assessor
- Stage Two is a Claim Reconsideration – undertaken by the Head of Social Services

Stage One - Determination Review

A Determination Review can be requested when an applicant/recipient disagrees with a decision made about eligibility for Income Support. They should contact the office to speak to the assessor about their claim. Any discussions should be documented and placed in the person's file.

If the person is not satisfied with that explanation, they can ask for the decision to be looked at again – this is called 'Claim Reconsideration'.

Stage Two - Claim Reconsideration

If you want to ask for a Claim Reconsideration, you must do so within one month of the date of the Income Support application decision. You can ask for a Claim Reconsideration after one month has passed in exceptional circumstances only, e.g. you were in hospital, or you had a bereavement. The final decision of the request will be made by the Head of Social Services.

What happens next

An acknowledgment of your Claim Reconsideration request will be provided within five working days. The Head of Social Services will confirm the outcome of your Claim Consideration request within ten further working days.

You should be aware that the original decision may not change, or your Income Support payment may increase, decrease, or stop following Claim Reconsideration.

If you disagree with that outcome

If you think the outcome of the Claim Reconsideration is wrong, you can advise the Head of Social Services that you want to submit an appeal to the Director of Health and Social Services.



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If you want to request this, you must do so within one month of the date you were notified of your Claim Reconsideration outcome.

The Head of Social Services will provide all of the information associated with your appeal to the Director of Health and Social Services; you will not need to submit anything further. The Director of Health and Social Services will review your claim and may consult with other FIG Directors as part of the review process.

The final decision of the Director of Health and Social Services will be provided in writing.

The Head of Social Services will advise the Income Support worker of the outcome and will instruct on any changes that will apply to your original decision.

If you think the outcome of that appeal is still wrong, you can submit a complaint to the Principal Complaints Commissioner. Further details on what is involved in this process are available on the Principal Complaints Commissioner's website www.pcc.org.fk

You should be aware that there is a time limit for the submission of complaints to the Principal Complaints Officer – all complaints must be submitted within 3 months from the date of the matter arising.



Part 1: About you – the person the decision was made about

Name:

Date of birth (dd/mm/yyyy):

If a joint claim for Income Support was made, please provide your partner's name and date of birth

Partner's name:

Partner's date of birth (dd/mm/yyyy):

Address:

Telephone number:

When is the best time to contact you:

Monday:	☐ Morning	☐ Afternoon
Tuesday:	☐ Morning	☐ Afternoon
Wednesday:	☐ Morning	☐ Afternoon
Thursday:	☐ Morning	☐ Afternoon
Friday:	☐ Morning	☐ Afternoon

Part 2: Only fill in this part if you are a representative completing this form on behalf of the person the decision was made about.

Representative's name:

Relationship to person(s) detailed in Part 1:

Date of birth (dd/mm/yyyy):

Address:

Telephone number:

When is the best time to contact you:

Monday:	☐ Morning	☐ Afternoon
Tuesday:	☐ Morning	☐ Afternoon
Wednesday:	☐ Morning	☐ Afternoon
Thursday:	☐ Morning	☐ Afternoon
Friday:	☐ Morning	☐ Afternoon

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Part 3: About the original decision

Do you have any new information in support of you claim, which we haven't seen before?

☐

Yes

☐

No

If yes, please list below all of the new information you want to be considered in support of your claim.

Have you attached evidence of all the information you have listed above?

☐

Yes

☐

No

If you haven't attached some of the evidence you listed, please tell us which evidence and why below



Part 4: Check and sign

Have you fully explained what parts of the decision you disagree with and why?

☐ Yes

If relevant, have you attached all additional evidence?

☐ Yes

Please sign below

Your name:

Your signature:

Date:

Space for further information

Please use this space to tell us anything else you think we might need to know.



INCOME SUPPORT COMPLAINTS FORM

If you would like to complain about any aspect of the service you have received, let us know as soon as possible. We will do our best to put things right.

It is best if you fill in this form, but you can also contact us by phone, in person or in writing, using the contact details at the top of this form.

Section A: Applicant/Recipient Details

A1. Name: _____

A2. Address: _____

A3. Date of birth (dd/mm/yyyy): _____

A4. Phone number: _____ (Landline) _____ (Mobile)

A5. email address: _____

Section B: Specific Complaint

Please provide details of your complaint here and what outcome you'd like to see.
Please be as specific as possible – tell us what happened, when it happened and how it affected you.
Include all important information such as dates, names of members of staff and where it happened.

[illegible]



What happens next

If we have made a mistake, we will put it right as soon as possible and apologise immediately.

If you're not satisfied with our initial response, or if you think your complaint needs to be investigated further, you can ask for your complaint to go to the Head of Social Services for review.

If you request that the Head of Social Services reviews your complaint, you will be contacted within 5 working days to arrange a meeting with the Head of Social Services to discuss your claim.

This meeting may take place over the phone or in person.

The Head of Social Services will advise you of the outcome of your complaint; this may be immediately following your meeting or up to 10 working days later, depending on how complicated the matter is. This outcome will also be sent to you in writing and a copy will be placed on your file.

If you disagree with that outcome

If you think the outcome of the review is wrong, you can advise the Head of Social Services that you want to submit your complaint to the Director of Health and Social Services.

If you want to request this, you must do it within 1 month of the date that you first submitted your complaint.

The Head of Social Services will provide all of the information associated with your complaint to the Director of Health and Social Services; you won't need to submit anything further.

You will be contacted within 10 working days to arrange a meeting with the Director of Health and Social Services to discuss your complaint.

All decisions from this meeting will be followed up in writing; a letter detailing the outcome will be sent to you, a copy will be sent to the Head of Social Services, and a copy will be kept on your file.

The Head of Social Services will advise the Income Support Worker of the outcome and will instruct on any matters that will apply to you.

If you think the outcome of that process is still wrong, you can submit a complaint to the Principal Complaints Commissioner. Further details on what is involved in this process are available on the Principal Complaints Commissioner's website www.pcc.org.fk

You should be aware that there is a time limit for the submission of complaints to the Principal Complaints Officer – all complaints must be submitted within 3 months from the date of the matter arising.



WINTER FUEL ALLOWANCE APPLICATION FORM

Please complete this application form and return it to the Social Services Department before 30 June.

To be eligible for the Winter Fuel Allowance, you must:

- Complete and submit this application before 30 June
- Plan to be living in your home during the winter, from 1 June to 30 September
- Be 65 years of age or older by 30 September OR be widowed and 60 years of age or older by 30 September OR be in receipt of one of the two higher levels of the Attendance Allowance
- Have a total household income lower than the relevant threshold (see the information sheet at the back of this form for more information)

Section A: Applicant Details

1. Name: _____
2. Address: _____

3. Date of birth (dd/mm/yyyy): _____
4. Phone number: _____ (Landline) _____ (Mobile)
5. If you would prefer to be contact by email, please provide you email address below:

6. Please provide details of your SCB account so we can pay the Winter Fuel Allowance into your account:
If you do not have a bank account, please answer question 7 instead.
- SCB Account Name: _____
- SCB Account Number:

--	--	--	--	--	--	--	--	--	--	--	--
7. ☐ If you do not have a bank account, please tick this box to confirm you will need any payment to be made in cash.
8. Please tick the payment method you prefer:
- ☐ A lump sum paid at the end of July
- ☐ Monthly payments paid July to October



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9. Are you or your partner (if applicable) receiving one of the higher level payments of the Attendance Allowance?

☐

Yes

☐

No

☐

Not sure

10. Do you live in FIG Sheltered Housing?

☐

Yes

☐

No

11. Will you be living at your address during the all of the period from 1 June to 30 September?

☐

Yes

☐

No

12. If you won't be living at your address for some or all of the period from 1 June to 30 September, when will you be absent?

Not applicable

☐

Details of the times you will be away:

In order for your application to be processed, we need to check last year's income for all adults living in your household, to make sure the combined household income is below the payment threshold.

Please list below the names of all other adults aged 16 and over who are living in your household.

To authorise the Income Support Worker to check household income information of the people listed below with the FIG Taxation Department, each person listed must provide a signature below to indicate they consent to their income details being verified.

Name	Signature	Date
Person 1 (Applicant):		
Person 2:		
Person 3:		
Person 4:		
Person 5:		

Income Support Worker name: _____ Date: _____

Income Support Worker signature: _____ Date: _____



Appendix 1: Entitlement thresholds and allowances 2025/2026

Basic income support element			
Basic income support personal allowance	Weekly	Monthly	Annual
- Single person	£160	£693	£8,320
- Couple	£231	£1,001	£12,012
Basic income support child allowance	Weekly	Monthly	Annual
- First child	£47	£204	£2,444
- Each subsequent child	£30	£130	£1,560
Basic income support income disregard	£61	£264	£3,172
Basic income support taper	0.65	0.65	0.65
Rent support element			
Rent support personal allowances	Weekly	Monthly	Annual
- Single (18-24)	£102	£441	£5,292
- Single (25+)	£129	£561	£6,732
- Single parent (all ages)	£198	£859	£10,308
- Couple (all ages) with family	£198	£859	£10,308
Rent support child allowances	Weekly	Monthly	Annual
- Under 11	£47	£204	£2,448
- Over 11	£65	£282	£3,384
Rent support premium allowances	Weekly	Monthly	Annual
- Couple with family	£29	£124	£1,488
- Single parent	£35	£150	£1,800
- Single over 60	£43	£188	£2,256
- Single over 75	£53	£230	£2,760
- Couple (either over 60)	£65	£282	£3,384
- Couple (either over 75)	£72	£312	£3,744
Rent support earnings allowances	Weekly	Monthly	Annual
- Single (no children at home)	£23	£98	£1,176
- Couple	£40	£174	£2,088
- Single parent (children at home)	£57	£245	£2,940
- Retirement pensioner	£57	£245	£2,940
- Widow(er) over 60	£34	£149	£1,788
Rent support deductions from allowances	Weekly	Monthly	Annual
- Lodgers	£34	£149	£1,788
- Child > 16 at home (not in education)	£34	£149	£1,788
Rent support taper	0.65	0.65	0.65



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Childcare support element

	Weekly	Monthly	Annual
Lower income threshold	£241	£1,045	£12,545
Upper income threshold	£670	£2,905	£34,860
Maximum childcare hours permitted	£25	£109	£1,305
Maximum childcare support allowance	£25	£109	£1,305
Childcare support taper	0.05848	0.05848	0.05848

Winter fuel support element

	Weekly	Monthly	Annual
Lower income threshold	£362	£1,568	£20,028
Upper income threshold	£377	£1,635	£20,825
Maximum winter fuel allowance (per 4-months)			£798
Winter fuel allowance taper	1		



Appendix 2: FIG Housing Allocation Policy – bedroom allocation

Recommended minimum bedroom allocation

Each single person over 18 years	1 bedroom
Each couple	1 bedroom
Expected baby	If there are no other children in the family, the expected baby should have its own bedroom. If there are other children in the family, the baby will be part of the rules for children, below
Same sex children up to 18 years of age	Will be expected to share a bedroom
Male and female children	Will be expected to share a bedroom until one of the children reaches 10 years of age
Exceptional health or social needs	An additional bedroom will be allocated where the applicant has demonstrated a need for same sex children, or children under 10 years of age, to have separate bedrooms. This could, for example, be due to behavioural or medical factors or where there is a large age gap between the children.
Children in shared custody for minimum of 2 nights per week	Children will be considered to be in shared custody and therefore part of the household if the applicant has shared custody for 2 nights per week or more. In this case, normal bedroom entitlements will apply.
Children in shared custody for less than 2 nights per week, or who make access visits only	Children who are in shared custody for less than 2 nights per week are not considered part of the household. Where children make access visits only, for example for the duration of a school holiday, the applicant must demonstrate a need for an extra bedroom to accommodate the access visits.



Appendix 3: Private sector tenant rent caps

Number of allocated rooms	Rent support cap
1	£300
2	£420
3	£525
4	£620



Appendix 4: Formulas for calculating entitlement amounts

To calculate an applicant's total Income Support entitlement:

$$\text{Income Support entitlement } (IS_{en}) = BIS_e + RS_e + CS_e$$

where:

BIS_e = basic income support element

RS_e = rent support element

CS_e = child support element

To determine an applicant's total household income:

$$\text{Total monthly household income } (I_m) = i_1 + i_2 + i_3 + i_4 + i_5 + i_6 + i_7$$

where:

i_1 = total gross household income from all employment and self-employment

i_2 = total equivalent benefits in kind income, in line with the approach laid out in the [Taxes Ordinance 1997](#), that the applicant or anyone in their household receives from an employer

i_3 = total household unearned income from local and overseas pensions, including state, occupational and private pensions

i_4 = total household unearned income from shares and investments income; income from letting property; and any other unearned income including interest on savings

i_5 = total value of any payments the applicant or anyone in their household receives towards rent or household bills from lodgers, extended family members, or other adults in the household

i_6 = total value of any child maintenance payments received from a separated partner

i_7 = total value of any relevant benefits or other payments made to the applicant or anyone in their household by FIG, where these are made for overall income support (see 6.3).

To calculate the basic income support an applicant is entitled to:

$$BIS_e = ((a_{isp} + c_a) - ((I_m - d_i) \times t_{bis}))$$

where:

a_{isp} = basic income support personal allowance

c_a = total basic income support child allowance

I_m = total monthly household income

d_i = income disregard

t_{bis} = basic income support taper



To calculate the rent support element the applicant is entitled to:

$$RS_E = \left((I_m + BIS_e) - \left((a_{rsp} + a_c + a_{pr} + a_e) - d_{rs} \right) \times t_{rs} \right)$$

where:

I_m	= total monthly household income
BIS_e	= basic income support element
a_{rsp}	= total rent support personal allowances
a_c	= total rent support child allowances
a_{pr}	= total rent support premium allowances
a_e	= total rent support earnings allowances
d_{rs}	= total rent support deductions from allowances
t_{rs}	= rent support taper

To calculate the childcare support element the applicant is entitled to:

$$IF (I_m \times 12)_r > t_{c2} \rightarrow CS_e = 0$$

$$IF (I_m \times 12)_r \leq t_{c1} \rightarrow CS_e = (csa_{max} \times h_a)$$

$$IF t_{c1} < (I_m \times 12)_r < t_{c2} \rightarrow CS_e = csa_{max} - \left(\frac{csa_{max} \times t_{csa} \times h_a}{h_{max}} \right)$$

where:

I_m	= total monthly household income
r	= rounded to the nearest integer
t_{c1}	= lower childcare support income threshold
t_{c2}	= upper childcare support income threshold
csa_{max}	= maximum childcare support allowance
t_{csa}	= childcare support taper
h_a	= actual number of hours of childcare
h_{max}	= maximum number of hours of childcare permitted

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To calculate the winter fuel allowance element the applicant is entitled to:

$$IF (I_m \times 12)_r \leq t_{f1} \rightarrow WFA_e = a_{fmax}$$

$$IF (I_m \times 12)_r > t_{f2} \rightarrow WFA_e = 0$$

$$IF t_1 < (I_m \times 12)_r < t_2 \rightarrow WFA_e = a_{fmax} - ((I_m \times 12)_r - t_1) \times t_{wf}$$

where:

I_m	= total monthly household income
r	= rounded to the nearest integer
t_{f1}	= lower winter fuel allowance income threshold
t_{f2}	= upper winter fuel allowance income threshold
a_{fmax}	= maximum winter fuel allowance
t_{wf}	= winter fuel allowance taper



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