



Professionals' Guide to Kent Support and Assistance Service

What is the Kent Support and Assistance Service (KSAS)?

KSAS is a discretionary local welfare service provided by Kent County Council (KCC). We offer crisis support to residents within KCC's boundaries.

Applicants should have exhausted all other support opportunities prior to applying (e.g. Budgeting Loans, Food Banks, etc.).

KSAS may help with food, energy, clothing and furniture depending on circumstance and need.

You can help your client in crisis to apply via

<https://www.kent.gov.uk/ksas>



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Who is eligible?

To be eligible for goods or services applicants meet **all** of the following criteria:

- aged 16 or over
- living within KCC's boundaries or placed outside of Kent with the duty of care remaining with a Kent local authority
- claiming a means tested benefit or working and in receipt of a low income (below £16,200)

In addition to the above, **one** or **more** of the following circumstances must apply:

- An emergency crisis has put the person and household at risk
- The person will be setting up home after living in supported housing, an institution, or in a care setting
- The person or household needs help to stay in their own accommodation rather than going into supported housing, an institution, or a care setting

KSAS may also help in civil emergencies.

What we will provide?

All applicants will receive signposting to advice and guidance and, if eligible, KSAS may provide:

- Furniture and white goods, mostly sourced from the reuse sector
- Food will be ordered from a supermarket and tailored to meet dietary needs
- Emergency energy vouchers for prepayment meters
- Clothing vouchers in certain circumstances



Professional's Tip:

Supporting your client through their application, will enable them to access KSAS more quickly. Make sure the details are correct and be sure to include your name and contact details on the application so that we can contact you to make things go smoothly.

What we cannot help with

Support will not be awarded for the following goods and services:

- Running costs of any motor vehicle
- Distinctive or branded school uniforms and sports clothes or equipment
- Council tax, utility costs (i.e. telephone, water and sewerage)
- Medical, surgical, optical, aural or dental services
- Housing costs, such as repairs and improvements, rent and deposits, or other fees for accommodation
- Pet costs (e.g. vet invoices and food)



Professional's Tip

You can help your client by making sure that they have to hand any evidence that is relevant, e.g. bank statements, tenancy, as they make the application.