

# Glasgow City Council's **Affordable Warmth Dividend**



The Affordable Warmth Dividend is a £100 payment made by the Council to Glasgow residents who are 80 years or older, to help with the extra expenses of keeping warm during the winter.

To apply for the dividend use our online form at:

[www.glasgow.gov.uk/awd](http://www.glasgow.gov.uk/awd)

Alternatively you can complete the attached application form and return it by post.

Please read the enclosed guidance information which will help you complete the form.

Once you have done this, please return the completed form with documents that confirm your date of birth and your residency in Glasgow, such as **photocopies** of your birth certificate and household bills.

**You should not send passports or bank books in the mail.**

Please return the form and supporting documents to the following address:

**Glasgow City Council  
PO Box 36  
Glasgow G1 1JE.**

## **More information**

If you need more information you can speak to advisers by phoning **0141 287 7961**. Or visit our website at [www.glasgow.gov.uk/awd](http://www.glasgow.gov.uk/awd)

# Guidance on Applying

## 1. Who is eligible for the Affordable Warmth Dividend?

All residents who are 80 years of age or over by 31 March 2019 and living in Glasgow.

The claim is not limited to one person in a household. Anyone who meets the criteria can apply, including those living in residential homes and hospitals.

## 2. Did you receive a payment last year?

If you received a payment last year you do not need to reapply. You will automatically receive a payment again.

We already have your details on record. These will be checked against our Council Tax records to confirm you still live at the address given.

You will be sent a letter no later than 30 November 2018 advising when your payment will be made. If you have not received a letter by the end of November please phone 0141 287 7961.

## 3. How can I make an application?

You can apply for the Affordable Warmth Dividend in two ways:

To apply online use the following link:

[www.glasgow.gov.uk/awd](http://www.glasgow.gov.uk/awd)

Alternatively, you can also complete the attached application form and post it to:

Glasgow City Council  
P.O. Box 36  
Glasgow  
G1 1JE

Further copies of the application form are available from:

- The Council's website at :- [www.glasgow.gov.uk/awd](http://www.glasgow.gov.uk/awd)
- Telephone 0141 287 7961

## 4. How long will the scheme be available?

Applications will be accepted from 5 November 2018 until 31 March 2019. We are unable to accept applications received after this date.

## 5. How will payments be made?

The preferred method of payment is by BACS directly into your Bank Account, however if you only have a post office account an alternative payment can be arranged.

## 6. When will the payment be made?

The Council will aim to make a payment to you within 4 weeks of receiving your application.

## 7. What evidence is needed to support your claim?

You will need to supply proof of your date of birth. Examples of proof include:-

- birth certificate
- passport
- driving licence

We also need to check you are a Glasgow resident. If you are registered for Council Tax we can check this automatically. If you are not registered you will need to supply proof of your address. Examples of proof include:-

- a letter from the Department for Work and Pensions that confirms your address
- driving licence
- utilities bill, bank statement or similar documents confirming residency at a given address
- pension award letter

If you are applying by post, you should send **photocopies** of the documents with your application.

If you apply online you will be able to attach an electronic copy of documents. If you are using a device with a camera, you will be able to take a picture of a document and attach it.

If you are unable to provide the above evidence but have other documents that confirm your age and your address you can post them with your completed application or upload them online and your Affordable Warmth Dividend claim will be considered.

## 8. Can someone apply on my behalf?

Yes, someone can apply on your behalf.

- On the online form there is a section that can be completed by someone applying on your behalf
- On the paper form, if you write their details in the section at the bottom of the paper form or online. You can either complete the rest of the form or ask your nominated person to do it for you. However, **you should still sign and date the application form**

# Application Form for Affordable Warmth Dividend

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Daytime phone number: \_\_\_\_\_

Date of birth 

		-			-		
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National insurance number 

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Name of bank \_\_\_\_\_

Bank account sort code 

		-			-		
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Bank account number 

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Name on bank account \_\_\_\_\_

**If you only have a post office account, an alternative payment can be arranged. If this applies to you please tick this box:**

I \_\_\_\_\_ (please print full name)  
confirm that I am or will be 80 years of age or older on or before 31 March 2019. I live in Glasgow and I would like to claim the Affordable Warmth Dividend.

**Declaration:** I declare the above information is, to the best of my knowledge, correct.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Applications received in any given month will be paid by the end of the following month. Applications will be accepted until 31 March 2019.**

Glasgow City Council may need to contact you for more information to administer your Affordable Warmth Dividend. However **we will never ask you to provide your bank details over the phone.**

If you would like Glasgow City Council to contact someone else who is helping you with your claim please provide their details below.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Daytime phone number: \_\_\_\_\_

**We will aim to issue your payment in the month after we receive your application form.**

# Affordable Warmth Dividend Privacy Statement

## Who we are

Glasgow City Council is a local authority established under the Local Government etc. (Scotland) Act 1994 and having its chief office at City Chambers, George Square, Glasgow G2 1DU, United Kingdom.

You can contact our Data Protection Officer by Post at this address, by Email, or by Phone on 0141 287 1055.

## Why do we need your personal information and what do we do with it?

You are giving us your personal information to allow us to assess your claim for Affordable Warmth Dividend and pay it if you are eligible to it. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

## Legal basis for using your information

We provide these services to you as part of our statutory function as your local authority. You can find more details of our role on our website. Processing your personal information is necessary for the performance of a task carried out in the public interest by the council.

If you do not provide us with the information we have asked for then we will not be able to provide this service to you.

We also need to process more sensitive personal information about you for reasons of substantial public interest as set out in the Data Protection Act 2018. It is necessary for us to process it to carry out key functions as set out in law.

## Who do we share your information with?

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011. .

## How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for.

You can view this on our website or you can request a hard copy from the contact address stated above.

## Your rights under data protection law

### ***Access to your information***

You have the right to request a copy of the personal information about you that we hold.

### ***Correcting your information***

We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

***Deletion of your information***

You have the right to ask us to delete personal information about you where:

- You consider that we no longer require the information for the purposes for which it was obtained
- You have validly objected to our use of your personal information - see Objecting to how we may use your information below
- Our use of your personal information is contrary to law or our other legal obligations.

***Objecting to how we may use your information***

You have the right at any time to require us to stop using your personal information for direct marketing purposes.

***Restricting how we may use your information***

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information.

The right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us in any of the ways set out above if you wish to exercise any of these rights.

**Information you have given us about other people**

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to Glasgow City Council. We will only use this information to contact those people to assess your own entitlement to this service.

If they want any more information on how we will use their information they can visit our website or contact us by email.

**Complaints**

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by Email or by Phone on 0141 287 1055.

However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Phone: 0303 123 1113 (local rate) or 01625 545 745 or visit their: [website](#)

Please note if your complaint is not about a data protection matter or concerns the handling of personal information please contact us using the complaints procedures in place.