

Support Notes on Commissioner's Advice

Direction 3: Emergency/ Disaster

1. "in an emergency"

No support notes.

2. "as a consequence of a disaster"

Example

Mr W has severe mobility problems, arthritis, and angina. He lives in a bungalow. He receives a substantial amount of care from paid carers. The Environment Agency has forecast that a nearby river will burst its banks within a day, and that there is likely to be flooding between 2 and 3 feet deep. Mr W's bungalow is likely to be uninhabitable. He has applied for a crisis loan to travel by taxi to some relatives who live 40 miles away, who would be able to care for him and accommodate him. Mr W does not have enough money left from his weekly income to pay the taxi fare.

Mr W needs to take imminent action in order to avoid the consequences of the flooding that is likely. He needs to meet expenses as a consequence of a disaster, and in order to avoid serious risk to his health or safety.

Implications for Directions 16 and 17

For the purposes of Direction 3, it does not matter if the expenses are required "in an emergency" or "as a consequence of a disaster". If the expenses fall into either category, then (provided the other conditions of Direction 3 are met) the applicant can qualify for a crisis loan.

However the distinction between the two types of situation – emergency and disaster – can be significant when applying Directions 16 and 17. These directions specify certain situations where crisis loans can only be paid for expenses required as a consequence of a disaster. In such situations, if an applicant requires expenses "in an emergency", but not "as a consequence of a disaster", he will not be eligible for a crisis loan. The clear implication of this is that a "disaster" must be a more serious or extreme situation than an "emergency".

3. Refusal of a budgeting loan

See [Quality Forum Recommended Approach to Direction 3\(2\)](#).