

Appendix 1 – Revenues and Benefits Joint Committee 26 November 2020 – Welfare Reform Support Team Advice Referrals

Service area contacted	Point of referral
Allocations	<ul style="list-style-type: none"> • Covered by voids and housing solutions
Benefits / Customer Services (DHP)	<ul style="list-style-type: none"> • As discussed with a Benefits Team Leader the view is to go paperless and Business Development and IT to create an auto-referral for all DHP's • Should anyone require a paper DHP, it would need to be requested for HB to send and HB inform once returned.
Council Tax	<ul style="list-style-type: none"> • Someone is advised to claim Council Tax Support (CTS) online, if they cannot do it themselves CTAX will refer to Welfare Reform Support Team to call back to go through the form and pick up any other financial support
Customer Services	<ul style="list-style-type: none"> • Referral to welfare team to be reviewed and if appropriate refer to Welfare Reform Support Team instead • CTS/DHP forms and advice • UC queries / non-payment / award queries
Housing Solutions (private)	<ul style="list-style-type: none"> • All sign ups with private landlords will be referred to us as a conditionality to complete CTS and look at all benefits, food vouchers, furniture referrals, DHP, Exceptional Hardship Payment, etc... • As a result support landlords and Housing Solutions to offer a support service to landlords. • Explore all customers who receive a deposit/rent in advance to receive support
Housing	<ul style="list-style-type: none"> • When a household is over 1 month in arrears (taking in to account UC payment delay). Welfare Reform Support Team to send an email to Housing to forward to team advising of support we can offer. • When a UC questionnaire is completed a question asking if needs help applying for CTS. • Housing to run a monthly report of all customers on UC, and share with us. We can then run a report for those customers getting/not getting CTS. Then cross reference those in arrears for both Council Tax and/or rent.
Recovery	<ul style="list-style-type: none"> • Where Recovery think the customer may need referring to benefits • Where Recovery think the customer would be better off going insolvent.
UC Support	<ul style="list-style-type: none"> • Referrals to back to all relevant teams if required for expert advice / welfare team for complex cases
Voids	<ul style="list-style-type: none"> • All voids will come through an online form which is being discussed between Voids management and Business Development and IT.

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Welfare Advice	<ul style="list-style-type: none"> Less complex cases / form completions (to free up Welfare Team for the complex cases)
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Type of Support	
UC	Housing Benefit
HB/CTS/UC calculations	Income & Expenditure
CTS	Gas/electric
Loans	Tax Credits
Child Benefit	Student
Food vouchers	Maternity Allowance
Change of address	Childcare Costs
managed payment to landlord	Habitual Residency Test
Care Leaver	Income Support
Council Tax	Safeguarding
Discretionary Housing Payment	TV
Employment Support Allowance	State Retirement Pension
Severe Disability Premium	Medical assessment
Personal Independence Payment	Water
Self-employed	Sanctions
Overpayments	Reporting changes (partner/income/etc).
Disability Premiums	COVID-19
Furniture	Furlough
Debts	Self-employed Income Support Scheme
Referral to Welfare	Bedroom Tax
Jobseekers Allowance	2 nd property/capital
Carers Allowance	Eviction
Rent Arrears	
Appeals	

