

<b>Welfare Rights</b>
<b>About the Service</b>
The welfare rights team provide free independent impartial advice and support on welfare benefits accessible for all residents of Sandwell.
<b>We are committed to:</b>
Explaining what benefits you may be entitled to and how you can apply for them
Ensuring you are receiving the maximum benefits you are entitled to
Assisting you with temporary support if you are waiting for a decision to be made on a new benefit claim
Acknowledging your enquiry within 10 working days
<b>To meet our commitments, we will:</b>
Provide an advice line that is sufficiently staffed to answer your enquiries
Have an online form for you to request support
Offer you appointments when needed to discuss your benefits issues
Provide an appointment that is suitable for you, including telephone, home visits and office appointments
Represent you at appeal tribunals when needed
Support you with benefits appeals when your application is refused if we believe there is a good chance of the decision being changed
Support with claiming local welfare provision
Keep you informed of the progress of your case
Provide a named officer to work with you on your claim
Keep up to date with benefit laws and rules
Work with other agencies and departments within the council such as the rents team, council tax department and housing solutions team
<b>We ask you to:</b>
Provide as much information as possible to help us assess your benefits entitlement
Have income and expenditure details available
<b>To measure and improve our service we will:</b>

Send you a satisfaction survey when your case is closed
Set targets for advice satisfaction – current target is 80%

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