

Annual Advice Plan 2014/15

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Outcome	Action	Targets / Milestones
City wide provision of advice	The Welfare Rights Team will in conjunction with Leeds Advice Consortium provide a comprehensive city wide advice service ensuring resources are used as effectively as possible to provide the right level of service and to resolve enquiries as quickly as possible. The main focus of the Welfare Rights Team will be to provide specialist advice including the provision of training, consultancy and support with appeals.	Welfare Rights Team to deal with a minimum of 35000 enquiries via the telephone, face to face surgery appointments, home visits and email Leeds Advice consortium to assist a minimum of 21500 unique clients via the telephone within Bureaux or at Outreach surgeries
Training programme for front line staff	To provide a rolling programme of training and awareness sessions for front line staff to ensure they all have the appropriate knowledge regarding welfare benefits, money advice/debt issues and affordable credit options. Initially the programme will target those staff based within the 3 Community Hubs to ensure a comprehensive wrap around service is available to help support those in the local community. Training will include:- <ul style="list-style-type: none"> • awareness of benefits available dependent upon a households circumstances • awareness of the variety of work incentives available to those seeking work • awareness of how to reduce utility costs e.g. changing tariffs, water meters, insulation etc • awareness of typical expenditure costs to aid accurate income and expenditure budgets 	To develop an ongoing training plan to meet the needs of front line staff including those in Adult Social Care, Childrens Services, Public Health, Citizens and Communities and Housing Leeds To raise awareness of Personal Independence Payments (PIP) and the conversion program from Disability Living Allowance (DLA) to PIP from to all staff in the One Stop Centre by the end of March 2015
Partnership working with Leeds Advice Consortium	To provide assistance and support to Leeds CAB in the reconfiguration of service provision – the main thrust will be to provide more help	To reduce bureaux from 6 to 3 by end of March 2015 To reallocate staff resources to

	<p>and advice via the telephone however consideration will be given to some CAB presence within some One Stop Centres. With demand on advice provision still growing it is imperative that consideration be given to how advice is provided to ensure the resources available are being used as effectively as possible which in turn should offer the best value for money and an improved service to customers.</p>	<p>deliver new services</p>
<p>Partnership Working with Advice Leeds</p>	<p>To continue to work with Advice Leeds and to support its ambitions to be an independent self-sufficient legal entity supporting the work of third sector advice agencies across the city. The implementation of a single appointment system for advice partners across Leeds to offer and book appointments should be the catalyst for improved partnership working which in turn should lead to an improved service for customers in need of assistance</p>	<p>To introduce a single appointment booking system for 3rd sector Advice Leeds full members by the end of March 2015.</p> <p>For Advice Leeds to become an independent legal entity by the end of March 2015</p>
<p>Financial Inclusion</p>	<p>To ensure staff across the Council are aware of support available to those suffering financial hardship. This will include details of Step Change who offer telephone based support, 3rd sector partners across Leeds who offer telephone and face to face advice and the money buddies scheme to assist those who require ongoing support. Promotion of the Credit Unions products and services will also continue in particular the loan shop on Round hay Road as an alternative to other high cost lenders.</p>	<p>To provide information and awareness sessions to all One Stop Centre staff on affordable lending options by the end of March 2015.</p> <p>To assist in the roll out of the Money Buddies scheme</p>