



Northumberland
County Council



Northumbria Healthcare
NHS Foundation Trust

Welfare Rights 2018-19

02/07/2019

www.northumberland.gov.uk

Welfare rights advice & information in Northumberland

- Citizens Advice Northumberland
- Age UK Northumberland
- Carers Northumberland
- Housing providers
- Financial Assessment and Benefits Officers (FABOs) within social care
- Welfare Rights team

Welfare rights advice can

- Help disabled adults to live independently
- Reduce involvement from services
- Increase the income of individuals and families
- Highlight the impact of benefit changes
- Increase revenue

The team

- 3 welfare rights officers
- 1 admin support
- Rights team manager

What we do

- Training
- Advice and support for professionals
- Direct casework for complex cases
- Strategic role/policy support

Case studies

1. Brenda - supporting a care manager to increase the income of a vulnerable, single adult aged 63
2. Corey - using expert knowledge to navigate the system to prevent unnecessary distress by an assessment provider
3. Devon - helping a social worker to ensure a care leaver was paid correct entitlement without the need for a Tribunal hearing
4. Eli - identifying other issues, in this case council tax discounts
5. Frankie - using up to date specialist knowledge to ensure a disabled adult moving into an independent supported living scheme maximised their income

Key issues going forwards

Universal Credit

- Natural migration
- Managed migration

DLA/PIP reassessment

- $\frac{3}{4}$ way through the reassessment process in Northumberland

Attendance Allowance

- Supporting the two AA workers based in care management to increase take up

Mixed age Pension Credit couples

- Last chance for existing mixed age couples to make backdated claim is 13/08/19

Any questions?