



Reference: FOI3621

Request:

1. Does the local authority have employees engaged in income maximisation activities i.e. focussing on identifying additional benefit entitlements that will increase a citizen's household income or improve their financial resilience?

Staff in the benefit team, customer service, and housing, identify when a customer may be entitled to Discretionary Housing Payment (DHP) and they assist them to make a claim for it.

2. If yes, are these activities carried out by dedicated income maximisation resources, or are these activities combined with additional duties e.g Debt Advice, homelessness support?

As above CAB offer debt advice and can support with Housing Advice In addition the authority has a dedicated Housing Advice Service that has a holistic approach in supporting across these areas. The Council also fund CAB to deliver additional outreach sessions in the community where customers can be referred (with consent) to get advice on benefit and debt advice.

3. Which department within the local authority is responsible for the administration of income maximisation activities?

N/A

4. What is the estimated level full time employee resource engaged specifically in income maximisation activities?

N/A

5. Does the local authority conduct any take-up campaigns aimed at increasing benefit maximisation, i.e. Council Tax Reduction, Discretionary Housing Payment or Pension Credit campaigns?

No specific campaigns but housing have recently carried out some targeted work to look at those in arrears or needing support to see if they would qualify for a DHP.

6. Does the local authority use any third party data sets to proactively identify and support citizens who may be eligible for additional benefit entitlements or other financial support, for example Income Max or Policy in Practice?

No



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7. Does the local authority complete and submit claims on behalf of citizens or does it signpost the citizen to the organisation administering the support e.g other local authority department / DWP etc?

Refer to CAB and DWP visiting Officers. Some support staff may provide support while forms are completed

8. If the authority does not provide a dedicated income maximisation service, does it have arrangements in place with third parties such as Citizens Advice Bureau or other Third Sector or Voluntary and Community Sector organisations to support citizens with maximising their income?

Yes we fund CAB to provide welfare benefits and debt advice across the borough, and additionally we fund outreach community session

9. If the local authority does not currently have a dedicated income maximisation team, does it have plans to develop one in the next 12-24 months?

Not known

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