



Nottinghamshire
County Council

Nottinghamshire Welfare Rights Service

Advice and Advocacy on Welfare Benefits

- Public advice
- Specialist advice
- Tribunal representation
- Publicity and information
- Training
- Advice line
- Social policy

A free, independent and confidential service

What is our aim?

Nottinghamshire County Council Welfare Rights Service works to ensure that the people of Nottinghamshire make the most of Welfare Law. The Service aims to provide high quality independent and impartial training, information, consultancy, advice and advocacy services on cash benefits.

What do we do?

- Provide public advice services including advice sessions in each District Council area, home visits and targeted advice work.
- Provide a telephone advice service for advisers every weekday between 11.00 a.m. and 1.00 p.m.
- Deliver training courses for advisors, particularly for Adult Social Care and Health staff. These courses are on the practical applications of the law on welfare benefits.
- Produce specialist publicity on welfare benefits including leaflets, booklets, a newsletter and a website with information about benefits and advice services in the County.

Nottinghamshire Welfare Rights Service

- Work in partnership with statutory and voluntary organisations to improve the provision of public advice in Nottinghamshire.
- Offer an effective tribunal representation service in support of claimants and advisors who require advocacy.
- Use general themes arising from advice work and feedback information to local and national Government bodies to enable them to make more informed decisions.
- Promote benefit claims from groups of people through targeted take-up campaigns.

NWRS also provides specialist advice services to:

- ★ People with severe learning disabilities and their carers.
- ★ Users of the department of Adult Social Care and Health who are going into residential care or staying at home with support.
- ★ People who use mental health services and their carers.
- ★ People who are HIV positive or who have AIDS.
- ★ People who use the Home Care Service.
- ★ People with sensory impairments.
- ★ Adoptive parents.
- ★ Parents and carers with disabled children.
- ★ People who are carers.
- ★ People who have had a stroke and their carers.

Customer Care

We will:-

- Treat all our service users fairly and without prejudice.
- Wear a name badge and give you our name over the telephone.
- Return your telephone calls on our advice line on the same day.
- Acknowledge your letters within five working days.
- Respond to your letters within ten working days.
- When we agree to visit you at home we will visit within three weeks.
- Offer you an interview at our nearest advice surgery or direct you to the nearest appropriate advice service.

Comments and Complaints

If you are not happy with the service we provide, please telephone (0115) 977 4018 and ask to speak to the Welfare Rights Service Manager or write to Nottinghamshire County Council Welfare Rights Service, County Hall, West Bridgford, Nottingham NG2 7QP. We welcome any comments on our service so we can make it better.

Confidentiality

We will not disclose any information on your benefit claim to any other agency without your written consent.

We may have to disclose other serious matters, for example if you are abusing your children.

Equal Opportunity

Nottinghamshire County Council's policy is "to provide a quality service equally to all its customers". To this end the Council aims to promote equality of access and effective use of its service and facilities.

We aim to actively work against discrimination and create equality of opportunity in recruitment, purchasing and provision of services, for everyone, irrespective of age, disability, gender, sexuality, HIV status, marital status, culture, religion and nationality.

Conflicting Interests

We will not be able to work for you if we are already working for someone with an opposite interest. For example, if we are helping a separated parent claim Child Benefit we would not be able to help the other parent to dispute payment of that benefit.

Welfare Rights Advice

We run a welfare rights advice line for advisors who need specialist welfare rights advice.

Telephone 08456 015943 any weekday between 11.00 a.m. and 1.00 p.m. You will reach an answerphone. Please give your name and telephone number and we will ring you back the same afternoon.

How to contact us

To request copies of our publications, enquire about training courses or comment on our services:-

Telephone: 0115 977 4018
Fax: 0115 977 4597
Minicom: 01623 520 247
E-mail: welfare.rights@nottsc.gov.uk

Advice on benefits is not available on this telephone number.

Visit our website:

www.nottinghamshire.gov.uk/benefitsadvice

Our recent achievements.

2008 - 2009

Conducted 2606 consultations with health and social care professionals.

Assisted Home Care users to gain over £2.3 million in additional benefits.

Helped people to claim over £9.3 million in extra cash benefits.

Helped carers to gain over £147,000 in extra benefits.

Dealt with 3,025 queries on our telephone Adviceline.

Answered 6,089 complex benefit queries.

Carried out 2,578 home visits to older people and other vulnerable adults in the County.

Distributed over 14,000 of our leaflets and publications to members of the public and advice agencies throughout Nottinghamshire.



Contacting us

email **welfare.rights@nottsc.gov.uk**

phone **0115 977 4018**

fax **0115 977 4597**

post **Nottinghamshire Welfare Rights Service,
Adult Social Care and Health, County Hall,
West Bridgford, Nottingham NG2 7QP**

internet **www.nottinghamshire.gov.uk/benefitsadvice**
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*Community
Legal Service*



Specialist Help
Welfare Benefits