

Bromley by Bow Centre

Advice Service

Social Welfare Advice
Service



bromley by bow centre

What we do

Confidential and Impartial Advice

1. Taking action on behalf of clients to move their case forward
2. Negotiation on behalf of clients with third parties
3. Follow up work with third parties in order to achieve an outcome for clients

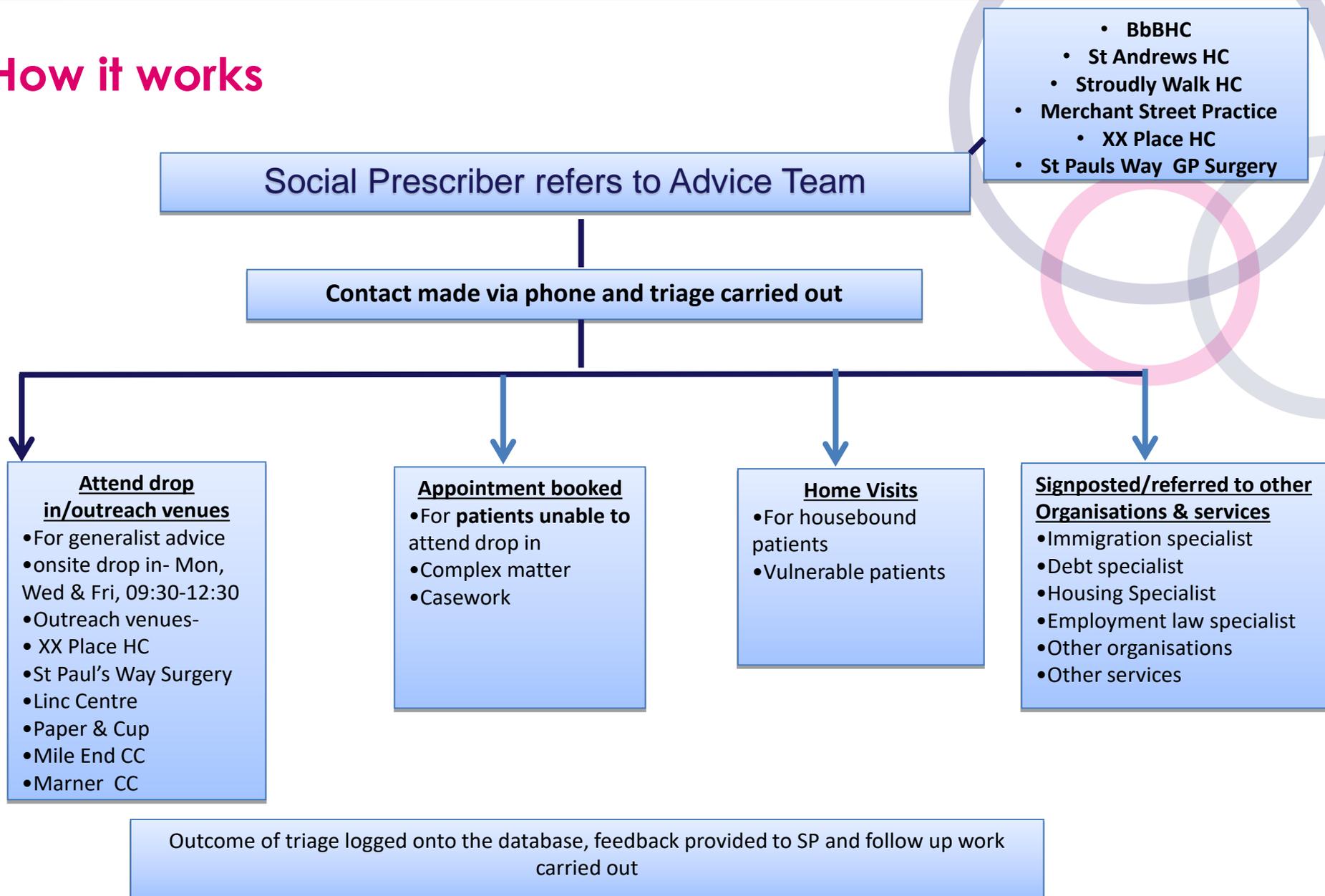
Main areas of work

- Welfare Benefits
- Housing
- Debt
- Financial advice
- Specialist Housing advice (provided by external partner)
- Specialist immigration advice (provided by external partner)
- Specialist employment advice (provided by external partner)
- Specialist debt advice (provided by external partner)

What do we achieve?

- Access to rights and entitlements 2015/2016
 - £1,000,443.35 - increased income
 - £115,168.82 – backdated awards
 - £67,087.08 - debt written off
- Marmot Review 2010. The effects of welfare advice on patient health are significant and include: lower stress and anxiety, better sleeping patterns, more effective use of medication, smoking cessation, and improved diet and physical activity. These findings are important within the context addressing the wider social determinants of health and suggest that stronger collaborative working across a range of sectors is required.

How it works



Welfare reform & Health

- Transition from DLA to PIP
- ESA assessments
- **Increased conditionality under Universal Credit**
- If claimant unemployed and declared fit for work = claimant will be required to complete work search activities for up to 35hrs p/w. Failure to do so without good reason will result in sanction
- If claimant is on ESA Work Related Activity Group = claimant will be supported and expected to prepare for work. Failure to do so without good reason will result in sanction
- **Sanctions**
- High level will result in sanction commencing from 91 days to 1095 days (1st to 3rd offence) e.g. Leave work or reduce hours of work, voluntarily or through misconduct, whilst claiming UC or just before claiming UC
- Medium level will result in sanction commencing from 28 days to 91 days (1st to 2nd offence). e.g. failure to take reasonable steps to find paid work or increase earnings (if employed)
- Low level will result in sanction commencing from 7 days to 28 days (1st to 3rd offence) e.g. failure to attend or take part in training course or work focused interview
- Lowest level imposed for failing to attend or take part in Work-Focused interview and will last until claimant takes part in one
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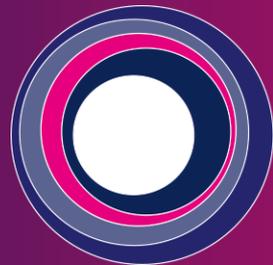


Impact of welfare reform, low income and lack of affordable housing is leading to increased demand on health and advice services.

- The Low Commission inquiry into social welfare advice provision, reported services located in primary care settings could cut time spent by GPs on benefits issues by 15% and reduce repeat appointments and prescriptions. The report called on NHS commissioners to use welfare advice services to address the social determinants of ill health, improving health outcomes, addressing health inequalities and reducing demand on the NHS.

How can we work together to more effectively measure the impact of Advice services on health and wellbeing?

Thank you



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