

Request 8798 Income Maximisation

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?
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?
3. Which department within the local authority is responsible for the administration of income maximisation activities?
4. What is the estimated level full time employee resource engaged specifically in income maximisation activities?
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?
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?
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?
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?
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?

Response

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?

No

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?

N/A

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

Including in a small part of Housing Advice and Benefits Assessors and Customer Service Advisors

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

None

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?

District wide magazine, we advertise and encourage applications for Housing Benefit, Council Tax Support and DHPs.

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

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?

We assist with the completion of Housing Benefit, CTS and DHP applications. We signpost people for further benefits.

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?

CAB – refer to CAB and we also provide funding to them.

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?

We have funding for a new Income Maximisation Welfare Officer that we are looking to recruit in the next 6 weeks.