

Welfare Rights Service Annual Review 2021-22

No.	Area for review	Outcome
1	Current resource including budget provision	1 full time Welfare Rights Officer (WRO) Included in Prospect 2021/22 Budget for staff costs, training, professional subscriptions, phone, laptop, outreach venue costs, travel costs to tribunals etc as well as overheads and office costs.
2	Summary of service provision (including location, and hours of operation)	9 appointments per week carried out in person at Prospect Office and or via phone. Officer based in the Prospect office for 3 days per week with 2 days working from home. Appointments are offered during 9-5pm Monday to Thursday and 9am – 3pm Friday.
3	Methods of service provision (office based, surgeries, home, visits, telephone enquiries, and so on)	Combination of office based appointments, telephone calls. Communication sources also include email, text and Whatsapp. Due to Covid pandemic, outreach surgery at Clovenstone Community Centre and home visits are suspended. We will review this in 3 months – see below.
4	Estimated service users (by Type I,II,III)	Type I (17), Type II (129), Type III (6)
5	Relationship with other service providers in their locality	Our ongoing relationship with CHAI is working well. We are able to make referrals to a specialist debt advice project with CHAI. We refer to CAB for employment and Immigration issues. We have a case checking agreement with Viewpoint Housing Association. The WRO attends the local Advice Services Forum which includes local DWP and Scottish Social Security Agency Representatives. This is useful for information, networking and support. The WRO also attends the local HB liaison group with the Local Authority. The WRO approaches CPAG for second tier advice on complex benefits issues as required.
6	Review of Service hours	Appointments are normally only offered during office hours.
7	Premises review: Prospect Office physical accessibility for those with impaired mobility and/or sensory impairments such as hearing or sight impairments; adequacy of resources such as confidential interview rooms; location to ensure that it is relevant to the agency's catchment area.	An inspection of the office took place on 24 November 2021 and we noted that: <ul style="list-style-type: none"> • The office is level access and is accessible to wheelchair users and those with mobility difficulties. • The office has an automatic door which makes it easier to enter the building. • There is a call button which can be reached by a wheelchair user if needed. • There is a push button panel at waist height for those leaving the building and the door opens automatically. • The reception desk is at a height appropriate for wheelchair users. • There are seats in reception for those with mobility issues.

		<ul style="list-style-type: none"> • The office is situated in the middle of Prospect's stock. • The office is situated next to a bus stop on a well serviced bus route. • There is free on street parking next to the office. • The reception area has sufficient turning space for wheelchairs. • There is an accessible public toilet in the reception area. • The office is well lit for those with sight difficulties. • We offer a range of methods to assist our tenants with hearing difficulties, including offer of a pad and pen or communicating via family members. • We offer a translation service where required. • The advice appointments are offered in Prospect's Community Room. This is a spacious comfortable room designed to put people at ease. Within the room there is a telephone and computers with guest wifi. This facilitates conversations regarding Universal Credit journals etc. There is a printer that tenants can use to print off payslips etc. • Covid measures include provision of hand sanitiser, masks distancing and screens. This is helpful to protect clients with health conditions as well as staff. • The interview rooms all have toys for parents visiting with young children. • The interview rooms are confidential. • There is an accessible lift should visitors need to visit the upper floor.
8	<p>Premises review: Outreach venues</p> <p>physical accessibility for those with impaired mobility and/or sensory impairments such as hearing or sight impairments; adequacy of resources such as confidential interview rooms; location to ensure that it is relevant to the agency's catchment area.</p>	<p>Not required currently – see above. To be carried out once venues used again.</p>

Follow up work required – with target timescales:

1. Review whether to start Clovenstone Community Centre outreach surgery. This is currently on hold due to Covid pandemic risks. We agreed to review this in January 2022.
2. Review whether to recommence home visits. These are currently on hold due to Covid pandemic risks. We agreed to review this in January 2022.
3. Carry out premises review when Clovenstone Community centre is used again. Review in January 2022 as relevant.

Review date: (within 3 months as part of work review meeting)

6 January 2022

Signed:

Catherine Louch

Fiona McLuckie

Date:

24 November 2021