



WELFARE RIGHTS NEWS!

We want to keep everyone updated on our activity and what our service can do to assist and serve the people of Perth and Kinross.

This issue covers our activity from July to September 2022 but first...

Scottish National Standards for Information and Advice Providers (SNSIAP)

We are delighted to tell everyone that we **successfully passed the SNSIAP audit on 15th August 2022 at Type III accreditation for Welfare Benefits**, this means that we have retained accreditation to represent clients at courts and tribunals in respect of welfare benefits 😊

*Did you know that we have a **Facebook page, “PKC Welfare Rights Team”?***

We’ve over 4,300 followers and we’re aiming to have over 5,000 followers by 31st December (nae pressure 😊). Please give us a follow and share with your local groups. Where better to have us than in your pocket if you need instant info?

And one last thing before we give you the detail of our activity over the past 3 months...

*Did you know that we have over **30 web pages dedicated to benefits information** that we update and maintain continuously so that you have up-to-date **information at your fingertips?***

Here’s a wee run-down of some of the info we have online:

How to access the service: www.pkc.gov.uk/wrt here you’ll find our **online form** and other useful info. This is a link worth saving to your Favourites. Good to have the online form handy 😊



WELFARE RIGHTS NEWS!

Our landing page: www.pkc.gov.uk/welfarerights this is where you'll find most (but not all) of the pages we create and maintain.

Our Macmillan Service: www.pkc.gov.uk/macmillanwrservice if during the course of your work you assist people affected by cancer then please save this page to your Favourites too.

Benefits for Families: www.pkc.gov.uk/benefitsforfamilies as a Council we have a statutory duty under the Child Poverty Act to provide income maximisation advice to families with children and people who are pregnant. If you work with families **then please, please save to your Faves!** If you provide services to families or if you work in schools or nurseries then **please add this link to your website/web pages and share on all of your social media.**

Assistance for people with No Recourse to Public Funds (NRPF): www.pkc.gov.uk/nrpf If you work with **people with no recourse to public funds** then this is the page for you – save to your Faves!

Benefits for Carers: www.pkc.gov.uk/carersbenefits as a Council we have a statutory duty to provide income maximisation advice to **Carers**. If you are working with people with caring responsibilities then this is a page worth sharing with your clients. If you're a local organisation working with carers then **please add this link to your website/web pages and share on all of your social media.**

BENEFIT GAINS

For the period July to September 2022 we were able to verify **£781,728.41 in benefit gains**, that's all *additional income* for the people of Perth and Kinross.

MACMILLAN SERVICE

Our [enhanced welfare rights service to people affected by cancer, their family and their carers](#). Over **£175,565 of our benefit gains** went



WELFARE RIGHTS NEWS!

to households affected by cancer. We met with our Health colleagues at the Cornhill Unit, Perth Royal Infirmary to promote the service.

CONTACTS/REFERRALS

From June – September 2022 we received **1711 contacts**. This is a **26% increase** on the number of contacts we received for the same period last year and a **13% increase** in contacts compared with the first quarter of the year.

People are increasingly using online methods to access our service and we want to encourage this trend as much as possible. It maximises access to the service at can be done at any time of the day or night.

A massive **939 referrals** were made to us using **our online methods**, that's **57%** of the overall contacts we received.

Last year (2021/22) over the same period only **47% of contacts were made online**.

Our plea to workers is to **use our [online form](#)** to refer, so that we can make the best use of our resources and free up our telephone advice line for people with no digital access.

The majority of the households that contact us live in **Perth City Centre (21%), Perth City North (21%) and Strathmore (10%) wards**.

Followed by **Almond & Earn (7%), Strathearn (7%) and Blairgowrie & The Glens (7%)** and finally, **Highland (6%), Kinross (6%), Perth City South (6%), Strathallan (6%), Strathtay (5%) and The Carse (5%)**.

[APPEALS REPRESENTATION](#)

Our **appeals success rate** for the second quarter was **62%**.

[FINANCIAL INSECURITY FUND](#)

We received **508 applications** and have spent **£42,000.00** this quarter.



WELFARE RIGHTS NEWS!

WELFARE TRUST

We received **98 applications** and processed **74** this quarter.

WORKING WITH PARTNERS

We continue to work with our Partner organisations throughout Perth & Kinross and we caught up with a few of you over the past 3 months.

- We attended all the [Pink Saltire](#) Community Conversations events throughout Perth & Kinross over the summer.
- We delivered an outreach surgery at the **Health & Wellbeing café** in Perth City Centre.
- Attended **Breadalbane Academy's Health & Wellbeing Fair**
- Restarted our outreach at the **Pulmonary rehabilitation clinic**.
- We are key players in the **Council's Winter Response to the Cost of Living Crisis** and sit on the working group along with internal services and Partners including, PKAVS and Perth Citizen's Advice Bureau.
- One of our Seniors, Liam, attended the **Ukrainian Independence Day** event at the North Inch, as pictured below.



- Delivered Practical Advice sessions in response to the [Cost of Living](#) crisis – we kicked off these on Thursday, 15th September. Future sessions can be found here:



WELFARE RIGHTS NEWS!

<https://www.eventbrite.co.uk/e/cost-of-living-practical-advice-session-tickets-416533251167> please book a place if you haven't already.

Bespoke Practical Advice sessions were delivered to:

- Community Wardens,
- Elder Voices, Blairgowrie,
- The Chinese Lunch Club,
- Teaching staff at Coupar Angus Primary School,
- The Carers Strategy Group.

If you'd like us to come along to a team meeting to find out what we can offer then email us @ WelfareRights@pkc.gov.uk

ESSENTIAL TRAINING & NETWORKING

- The newest members of our team are being put through their paces at the moment – hours and hours of training, job-shadowing, being shadowed by experienced WR workers.
- We are members of [Rights Advice Scotland](#) and we attended a Member's Network meeting.
- Attended The Employee Offer sessions.

WHAT'S COMING UP?

- We'll be kicking off our **targeted campaign** meeting with residents in **Sheltered Housing throughout P&K** in October.
- We'll be at the **Birks Cinema in Aberfeldy** supporting Challenge Poverty Week.
- We'll be at the **Dementia Café**.
- Delivering a talk at **Earnbank Retirement in Bridge of Earn**.
- Attending various **Parent's evenings** throughout Perth and Kinross.
- Outreach at **Perth Academy**.



WELFARE RIGHTS *NEWS!*

- Attending Macmillan Coffee Morning supporting Challenge Poverty Week.
- Outreach at the Health & Wellbeing Café at Salvation Army.
- Drop-in sessions at The Learning Curve at AK Bell library.
- Delivering training to The Employment Support Team.

Thank you for taking the time to catch up with our activity. We hope that you are all well and if you need us: 01738 476900 (option 1) or www.pkc.gov.uk/wrt and we also have over 30 web pages dedicated to benefits information: www.pkc.gov.uk/welfarerights. Our Annual Report is also available here: www.pkc.gov.uk/wrannualreport.