


"It is probably not love that makes the world go around, but rather those mutually supportive alliances through which partners recognise their dependence on each other for the achievement of shared and private goals."



Source: Fred Allen (American comedian, 1894 - 1956)

WDC WELFARE RIGHTS & MONEY ADVICE SERVICE ACHIEVEMENTS - 2006/07

- ❖ OVER 5000 PEOPLE ACCESSED SERVICE FOR BENEFITS/MONEY ADVICE & SUPPORT**
- ❖ ANNUAL INCOME, GENERATED THROUGH BENEFIT MAXIMISATION, EQUIVALENT TO £6.568M**
- ❖ ASSISTED WITH OVER £2M OF DEBT**

WDC WELFARE RIGHTS & MONEY ADVICE SERVICE OVERVIEW

- ❖ CLAIM PROGRESSION – INITIAL STAGE THROUGH TO COMPLETION**
- ❖ MONEY ADVICE – BUDGETING, REPAYMENT THROUGH ADVOCACY, DEBT ARRANGEMENT SCHEME, TRUST DEEDS, MORTGAGE TO LET & SEQUESTRATION**
- ❖ FREEPHONE HELPLINE**
- ❖ TRAINING & PUBLICATIONS**

WDC WELFARE RIGHTS & MONEY ADVICE SERVICE OVERVIEW & PARTNERS

- ❖ DUTY INTAKE/AREA TEAM SUPPORT – ALL CLIENT GROUPS: SOCIAL WORK AREA TEAMS**
- ❖ CLAIM PROGRESSION (IN AND OUT OF WORK BENEFITS) – ALL CLIENT GROUPS: MENTAL HEALTH, ADDICTIONS, LEARNING DISABILITY, HOME CARE, OT'S, WORKING FOR FAMILIES, MACMILLAN CANCER SUPPORT, COMMUNITY PLANNING, PENSION SERVICE & DWP**
- ❖ BANK STREET CLINIC – OVER 75's - WD COMMUNITY HEALTH PARTNERSHIP**
- ❖ GREEN & PURPLE WINGS, CLYDEBANK HEALTH CENTRE – OVER 75's: WD COMMUNITY HEALTH PARTNERSHIP**

WDC WELFARE RIGHTS & MONEY ADVICE SERVICE OVERVIEW & PARTNERS

- ❖ **CLYDEBANK HEALTH CENTRE – ALL CLIENT GROUPS: WD COMMUNITY HEALTH PARTNERSHIP**
- ❖ **BEATSON ONCOLOGY CENTRE – CANCER PATIENTS, CARERS & NURSING STAFF: MACMILLAN CANCER SUPPORT & GG&C HEALTH BOARD & WD COMMUNITY PLANNING**
- ❖ **CREDITORS – PEOPLE IN DEBT: CREDIT UNIONS, INSOLVENCY PRACTITIONERS**

WDC WELFARE RIGHTS & MONEY ADVICE PARTNERSHIP DEVELOPMENTS

**DISCUSSIONS REGARDING ESTABLISHING MORE
EFFECTIVE PARTNERSHIP WORKING WITH:**

- ❖ **ALL PARTNERS PREVIOUSLY INCLUDED AND**
 - **WDC CORPORATE DEBT RECOVERY
TEAM**
 - **WD CITIZEN'S ADVICE BUREAU**
 - **CREDIT UNIONS**

PARTNERSHIP WORKING

TEAM 1

**DISCUSS PRACTICAL DIFFICULTIES
AROUND PARTNERSHIP WORKING**

TEAM 2

**DISCUSS PRACTICAL BENEFITS
AROUND PARTNERSHIP WORKING**

PARTNERSHIP WORKING DIFFICULTIES

- ❖ **ROLES & RESPONSIBILITIES**
DEFINING & DEVELOPING
- ❖ **EXPECTATIONS**
BOUNDARIES & CAPACITY
- ❖ **CONFIDENTIALITY**
INFORMATION SHARING
- ❖ **INEFFECTIVE COMMUNICATION**
LACK OF SHARED LEARNING
- ❖ **VALUES & PRINCIPLES**
SHARED AIMS, DIFFERING OBJECTIVES CAUSING PRACTICE DIFFICULTIES
- ❖ **HUMAN CONFLICT**
PERSONALITY CLASHES, LACK OF TRUST

PARTNERSHIP WORKING BENEFITS

- ❖ **PERSONALISED SERVICES**
ASSESSMENT, REFERALL, EFFECTIVE & TARGETED SERVICE DELIVERY
- ❖ **SHARED LEARNING**
GOOD PRACTICE, EFFECTIVE & TARGETED DELIVERY, CPD
- ❖ **PERFORMANCE MANAGEMENT**
SELF EVALUATION, CONTINUOUS IMPROVEMENT & DEVELOPMENT (PERSONAL & SERVICE LEVEL)
- ❖ **DIFFICULTIES (PREVIOUS SLIDE)**
EFFECTIVE MANAGEMENT & IMPLEMENTATION

PARTNERSHIP WORKING

TEAM 1 & TEAM 2

**DISCUSS WHAT YOUR
EXPECTATIONS OF A WELFARE
RIGHTS & MONEY ADVICE SERVICE
ARE AND IF THIS IS ACHIEVED
LOCALLY**