

## 7. WEBSITE

WWRAS has a website for both advisers and members of the public alike. It outlines all our services, enables online booking of our training courses, online referral for representation and allows anyone to view/download all of our wide range of publications. Visit the website at:

[www.wwras.org.uk](http://www.wwras.org.uk)

WWRAS is currently staffed by:

1 Chief Executive Officer  
1 Operations Manager  
3.5 Welfare Rights Staff  
2.5 Take-up Workers  
3 Admin Assistants

The information in this factsheet is correct  
as of April 2015

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# WHAT WE DO

Warwickshire Welfare Rights Advice Service is a not-for-profit organisation working in Warwickshire. It acts as a resource on Social Security benefits for County Council staff and other advice giving organisations in the County.

**WWRAS acts on referrals from other agencies.**

**The services provided include:**

### **1. BENEFITS ENQUIRY LINE**

This telephone advice line is for County Council staff and other advice-givers from organisations in Warwickshire.

**It is NOT for members of the public to use**

They can ring us to check benefit rules, identify entitlement, discuss tactics or seek advice on how to interpret the law.

### **2. TRAINING**

Regular training courses are provided for County Council and other organisations in Warwickshire on Social Security benefits and related matters. Some courses are aimed at those unfamiliar with benefits and others are for experienced advisers.

A Training Programme of forthcoming training courses is circulated to all organisations on our mailing list.

Most of the training courses are held at the accessible Hatters Space, Abbey Street, Nuneaton.

In-house training or simple talks can also be arranged on request.

### **3. INFORMATION**

A quarterly newsletter of Social Security issues, the Benefits✓, is produced including details of recent and forthcoming changes. This is sent to all organisations on our mailing list.

We also produce a range of leaflets and factsheets for both advisers and the public to use.

We also have a library of information which covers many welfare benefit issues, including up-to-date legislation and Upper Tribunal decisions. We are happy to send photocopies of information required or organisations can visit the office by arrangement to look up information in the library.

### **4. CASEWORK & APPEALS**

We provide representation at all types of Social Security appeal hearings for Warwickshire residents. If they have appealed against a benefit decision they can be referred in to us and we will assist with their case. Due to funding cuts we unfortunately cannot represent all who are referred to us.

Our experienced workers will work with clients to prepare the appeal and collect any evidence required. If necessary they will then attend the tribunal to help the clients put their case.

We also provide guidance notes on how to put in an appeal.

### **5. BENEFIT TAKE-UP PROJECTS**

The service organises projects promoting the take-up of benefits for Warwickshire residents.

Examples of this work include: benefit checks for vulnerable groups and promoting claims. We are currently doing take-up work with local schools concerning free school meals and pupil premiums.

### **6. CONSULTANCY**

WWRAS also provides a consultancy service to County Council and others on the benefit implications for their client groups. Examples of this are advising on the benefit implications of fostering or adoption, or leaving care.