

Welfare & Benefits

What does the right access to welfare benefits mean to you?	What do we need to do to increase the financial wellbeing of local residents?
Concise, not overwhelming information	Seminars on how to manage money better
Put processes into diagrams, text can be confusing – flow diagram - online	Access to career advice – post college age
Access online	Incorporation into groups & activities timetable, would need local knowledge of cheap shops etc.
Can you qualify for benefits online questionnaire	We need more people like Sami, being friendly, approachable and getting the correct advice
Getting your benefits sorted	People need someone to come with them for support & guidance
Mental health depends on financial stability	Promote welfare benefits in the community
Quicker access to appointments – more workers	Increase the number of benefit advisors
Up to date information that is relevant	Meeting deadlines
Volunteer, mentor, buddy system, peer support	Potential priority for urgent benefits
Simple directory, leaflet with simple language	Quick, simple advice & support for complex issues
Reduce the waiting times for appointments	Support to fill in forms
Advisor to have a better understanding of service users' needs and Mental Health in general, to be less judgmental	Access to full range of benefits information, housing, employment
	Have an interpreter available
	Workshops on benefits changes/updates to help keep people informed, know their entitlement and rights to benefits
	Have a drop-in service
	Training & developing good listening skills
	Course & workshops to help people improve their financial health; on budgeting & managing their benefits & finance
	Navigators & advisors to have up to date knowledge & information in benefits & concessions available for people, including freedom passes
	Navigate people to courses available already locally