

### **Service Design Principles**

- To take a holistic approach to welfare support taking into consideration income or potential income, expenditure, debts, affordability and ability to manage and prioritise money and spending.
- In taking a holistic approach ensure that welfare advice is targeted at vulnerable adults presenting through the new community safety service.
- To work in a partnership environment supporting the most vulnerable, promoting self-serve and self-reliance, whilst ensuring that income is maximised and money managed.
- To provide free, confidential, impartial and independent advice to enable customers to deal with a range of issues, including money management, budgeting advice, welfare benefits and housing.
- To undertake case work for clients who require ongoing support to resolve their issues and to contribute to case conference/professionals meetings as required.
- To provide welfare and money advice to other professionals to ensure they can support customers effectively.
- The nature of the assistance provided will depend on a client's needs and will range from the provision of information to formal representation.
- Any advice and support will promote individuals independence and well being, including promoting opportunities for individuals to return into employment and/or training where appropriate.
- The aim of the service will be to diagnose the customer's problems, give information and explain options, identifying further actions the customer can take. Support them to self service if appropriate, signpost and refer to other services if required.
- To work in partnership with other advice and support agencies to deal with the presenting problems and achieving positive outcomes.