

Annex 5 – Overview of key advice and support services in Surrey

Surrey County Council services including Childrens, Schools and Families, Adult Social Care, and Surrey Libraries are most likely to be directly working with residents affected.

District and Borough Councils benefits and housing teams are a key source of support and advice for residents affected by the reforms.

Department for Work and Pensions (DWP) is the ministerial department responsible for employment and welfare in the UK. Jobcentre Plus is part of DWP, servicing those looking for employment or issuing benefits to those who cannot work.

Citizens Advice Bureau (CAB) deliver free, independent and confidential advice services to people on a wide range of issues including debt, employment, welfare benefits, housing and immigration issues.

Surrey Welfare Rights Unit (SWRU) is a member of Citizens Advice based in Woking. They do not directly advise the public, but instead provide support and training to Surrey organisations to enable them to give better benefits advice to the public.

GetWiSE is a consortium of local voluntary sector organisations, funded by Surrey County Council to provide holistic information, advice and support on welfare benefits to Surrey residents in light of the reforms. They were instituted on 1 April 2012 and are made up of Surrey Disabled Peoples Partnerships (lead provider), Age UK Surrey, Surrey Association of Visual Impairment, Surrey Youth Consortium, and Deaf Positives.

Registered Social Landlords (RSLs) have been identified by a number of witnesses as a key partner in accessing and supporting those affected by the reforms.

Foodbanks: Care professionals such as doctors, health visitors, social workers, CAB and police identify people in crisis and issue them with a foodbank voucher. Foodbank clients bring their voucher to a foodbank centre where it can be redeemed for emergency food.

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