

Income & Awards provide joined up thinking to award financial benefits available to residents.

A Solihull Resident (Mr R) suffering from a disability for which he required care had recently received an annual reassessment for Home Care Services, unfortunately information on his finances had resulted in the decision that he was no longer entitled to any financial support.

Mr R was upset and at a loss on what to do as he could no longer afford to access to the social activities he enjoyed. The lack of these social activities would increase the stress in a household already experiencing financial worries.

On receiving contact from Mr R's household our advisor Vikki looked into the situation to see if we could help Mr R reduce his expenditure and maximise his income by claiming financial benefits available through the council.

On viewing the finances Vikki found Mr R was eligible for a reduction on his Council Tax bill because of his disability and an award for Council Tax benefits due to the households' income.

Mr R received a joint visit at his home from our Benefit Assessor and Council Tax inspector. The claims for a reduction in Council Tax banding and an award for Council Tax benefit were immediately granted.

As a result of Mr R receiving Council Tax Benefit he is now eligible to receive payments from the Direct Payments service, enabling him to continue his social activities.

By our advisor Vicky listening to the customer's circumstances it was recognised that that Mr R has further disability needs. Vicky has been able to contact the relevant social team and request a re-assessment of needs through which Mr R should receive further financial help for his additional needs including travel costs.

Through speaking to one of our advisors and receiving assistance in claiming financial benefits he was not aware of Mr R has been able to:

Reduce his monthly outgoings by receiving Council Tax benefit and a reduction in his Council Tax band

Increase his income receiving a backdated Council Tax band reduction in the form of a refund cheque, the reinstatement of Direct Payments to support his social activities and additional funds to and assist his travel needs

If you or someone you know is in a similar situation and require advice on financial benefits available via SMBC please call one on our assessors on 0121 704 6214

Please note customer names and details may have been changed