

Social Inclusion

Lesley Urquhart

Team Leader – Financial Inclusion & Benefit Advice

Dumfries & Galloway Council

Fiona Thomson

Partner Liaison Manager

Pension Service

Welcome to Dumfries & Galloway Council

- **Population 148,000**
- **Rural Location**
- **71,000 dwellings – 8,500 commercial properties**
- **Benefit caseload 17,000 HB – 13,000 CTB – 4,000**

Benefit Maximisation

- **Background**
- **Role**
- **Service Provided**
- **Referrals**

Joint Team with Pension Service

- Partnership Working
- Tell us once
- Promotion

Statistics

- 2008/09 4816 visits
- Benefit awards of £6 million
- 40% of referrals direct from customers
- Over £23 million to date

Money Advice

- **Core Provider**
- **Local Housing Allowance**
- **Fairer Scotland Fund**
- **Service provided**

Direct Payments/Self Directed Support

- **Established 2008**
- **What the Service Provides**
- **Role of the Support Worker**

Other Initiatives

- **NHS**
- **Other Partnership Working**
- **Social Landlords**

What Next

- **Financial Education**
- **Single Shared Financial Assessment**
- **Pension Reforms**

Summary

- **Providing a holistic service**
- **Staff that go that extra mile**
- **Team Work**



Contact Details

- Lesley Urquhart
lesley.urquhart@dumgal.gov.uk
Tel No: 01387 260211
- Fiona Thomson
fiona.thomson1@thepensionservice.gsi.gov.uk
Tel No: 01387 260222