



**Shropshire
Strengthening
Families**

through Early Help

Employment Advisers Guidance for Practitioners



Website: new.shropshire.gov.uk/early-help



It is possible to make a request for intervention to a Strengthening Families Employment Adviser when the whole family webstar assessment and action plan clearly identifies that a family meet at least two of the Strengthening Families criteria. At least one of the criteria needs to be;

- Worklessness (or at risk of)

And/Or

- At risk of Financial Exclusion

The assessment and action plan should also show that the family meet one or both of the relevant indicators of:

- No family carers are working
- The family are at risk of financial hardship

Employment Advisers can support Families in the following ways:

- Help with Universal Jobmatch
- Internet jobsearch
- Help with CV's
- Help with Job applications
- Interview skills and preparation
- General benefit queries
- Travel plans
- Training information
- Basic budgeting help
- Other information such as transport schemes
- Work experience opportunities

The process to request an intervention for referral is on the early help website new.shropshire.gov.uk/early-help/practitioners/early-help-processes-and-manuals

Employment Advisers will complete a worklessness assessment on allocated cases which will form part of the whole family assessment.

Appropriate outcomes and measures to be identified. The voice of the family will be reflected in the goals and tasks agreed.

Employment Advisers will oversee the worklessness element of the family plan and report on outcomes and measure, collecting evidence where appropriate.

Families will need to give their permission to be referred to Employment Advisers in the first instance, who will arrange for them to complete both Shropshire Council and Department for Work and Pensions consent to share information documents.

Useful Contact Telephone Numbers

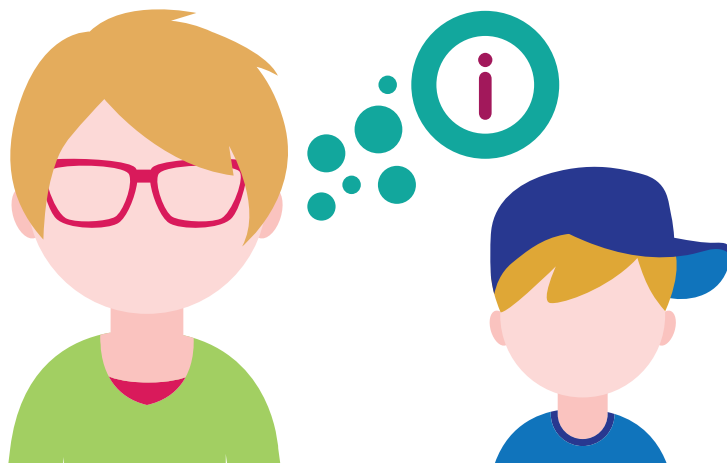
Benefits

PIP (Personal Independent Payment) Financial support for Adults (16-64) with Disabilities	0800 917 2222 New Claims 0345 850 3322 Enquiries
DLA (Disability Living Allowance) Financial Support for Children (under 16) with Disabilities	0345 712 3456 Queries
New Claim to JSA / ESA / IS To make a claim for Unemployment/Sick or other Out Of Work benefits	0800 055 6688
Child Benefit Helpline Means tested financial support for parents with a child/children	0300 200 3100
Tax Credit Helpline Means tested additional financial support for families with a child/children and/or working Families/Singles on a low income.	0345 300 3900
Carers Allowance Financial Support if you care for someone full time	0345 608 4321
Attendance Allowance Helps pay for personal care if you're over 65 and have disability.	0345 605 6055
Maternity Allowance Helpline Paid to pregnant women who don't qualify for Statutory Maternity Pay	0345 608 8610
Bereavement Service Helpline Financial support for the death of a Husband, Wife or Civil Partner	0345 606 0265
Social Fund An interest free budgeting loan for 'essential items' for people in receipt of certain DWP benefits or Pension credit	0345 603 6967

Other useful contact numbers

Winter Fuel Payments Helpline An automatic payment for people in receipt of State Pension to contribute towards fuel bills.	03459 151515
Child Support Agency For EXISTING claims only, where Child Support Agency already collects child maintenance.	0345 713 1707
Child Maintenance Advice and claims for new child maintenance requests or queries for existing Child Maintenance claims.	0800 988 0988
Your Local Jobcentre For appointment queries or contacting your work coach	0345 604 3719

- Benefit Centre** **0345 608 8545**
(Benefit / Payment Enquiries for Income Support, Incapacity Benefit, ESA / JSA)
- Jobcentre Plus** **0345 6060 234**
General advice to include self-employment
- National Benefit Fraud Helpline** **0800 854 440**
To anonymously report someone you think is committing any type of benefit fraud
- Healthy Start Tokens (includes Milk Tokens)** **0345 607 6823**
Tokens for fruit and vegetable tokens & vitamins for pregnant Mums on qualifying benefits
- Pension Credits** **0800 99 1234**
A means tested top up to the basic state pension
- National Careers Service** **0800 100 900**
Providing free impartial information, advice and guidance to help you make decisions on learning, training and work
- Citizens Advice** **03444 111 444**
A free general advice service to assist people resolve their problems, from housing to debts and lots more.
- Learn Direct** **0800 101 901**
UK's largest provider of skills, training and employment services
- Family Information Service:** **01743 254400**
Helpline for Families seeking help or advice but do not know what is available or how to access the support.
- Credit Union** **01743 252325**
A basic savings account for people on a low income or unable to access mainstream banks
- Food Banks**
(Please note food banks require a referral through associated agencies or Shropshire Council, see Shropshire Council website for further details or call the Welfare Team on **03456789078**)



Useful Websites

www.gov.uk

A wealth of information including; benefit eligibility criteria and how to apply. Is also the home of apprenticeships and online careers advice

new.shropshire.gov.uk

The Local Authority website with links and information for all local services from adult care to school closures

www.entitledto.com

For completing benefit entitlement calculations and also for better off calculations, when moving off benefits and into work

www.cabshropshire.org.uk

For advice on support on resolving day to day problems from housing to debt

www.learndirect.com

Online courses and qualifications to help you find work or improve your career prospects

www.safeguardingshropshireschildren.org.uk/scb/prof_training.htm

Contains links to safeguarding online training

new.shropshire.gov.uk/early-help

Information on early help, including tools and manuals, early help forms and ECINS support

www.healthystart.nhs.uk

Vouchers for fruit/veg and milk tokens for pregnant or new Mums. Check your eligibility and apply

www.ageuk.org.uk

Information and advice to help everyone make the most of later life

www.cmoptions.org

Free impartial advice on separation and helping parents make decisions about Child Maintenance

a4u.org.uk

Advice and help to improve the quality of life for people with disabilities and/or long term conditions, their families and carers in Shropshire and its borders



Go!



Shropshire Strengthening Families

through Early Help



Email: ShropshireStrengtheningFamilies@shropshire.gov.uk

Website: new.shropshire.gov.uk/early-help

Address: Shropshire Strengthening Families, Shirehall,
Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND