1) Welfare Rights and/or Debt Advice services.

   Does the council provide a welfare rights and/or debt advice service? If yes, what was the total annual cost for providing that service or services?

   Please tell us how many unique clients annually used the council's welfare rights and / or debt advice service?

   Please provide this information for the last full three financial years.

Wigan Council provide an in house Welfare Rights and Advice Service.

Citizens Advice are contracted to provide welfare benefits, information and debt advice to residents via referrals from internal/external partners or requests for support directly from residents

The total annual cost for the Wigan Council Welfare Rights and Advice Service is £83,252

The total annual cost for Citizens Advice is £446,232

Wigan Council	Welfare Rights and Advice - Unique Clients
2022/2023	1265
2021/2022	925
2020/2021	691

Citizens Advice	Internal referrals from Welfare Rights
2022/2023	163
2021/2022	145
2020/2021	109

2) Care Act 2014 – Costs of assessing people's contributions to care costs. Does the council have an identifiable group of staff who are involved in assessing people's contributions to care costs? If yes, what was the total annual cost for providing that service? Please also tell us how many unique clients annually were assessed by that service. Please provide this information for the last full three financial years.

Financial Assessments undertaken to assess a person's contribution to care costs are completed by a multiskilled team of assessors, who do not exclusively deal with Financial Assessments but are also responsible for administering applications and claims for Housing Benefit, Council Tax Reduction, Blue Badge disabled parking permits and other work streams.

We are therefore unable to provide a financial annual cost for provision of Financial Assessments alone.

The number of financial assessments completed by unique customer for all care types, for the last 3 years is as follows:

2020/21 – 6,739
2021/22 – 6,593
2022/23 – 7,201