

How do we deliver the benefit adviser service?

West North West homes Leeds benefit advisers aim to provide our customers with the best possible service at all times. To achieve this we have put in a place a number of measures which will ensure that we deliver this commitment.

We will maintain a front line service and a point of contact for customers. through sharing workloads, and will always endeavour to strike a balance between activity and productivity for the staff at work during periods of reduced staffing.

We will work as a team to make sure that essential duties are completed, which will help to avoid staff returning to backlogs of work due to Bank Holidays, staff leave or sickness and other periods of reduced staffing.

We will have clear lines of team leadership to communicate work plans and allocate work where most effective.

Our service standards

We will always ensure that no Benefit Advice surgery will be left uncovered, (because of staffing levels), for more than one consecutive week.

We will ensure that queries and referrals, (from all areas areas of the business), are reviewed and dealt with within five working days.

We will ensure that home visits are distributed across the team and arrangements made for the visit to be carried out within ten days of a valid request being received.

We will inform customers in writing when housing benefit stops being paid.

We will arrange a visit from a Benefit Adviser when housing benefit stops being paid

The income management team will follow up telephone work on all benefit advisers visits in the same working week.

We will ensure that if you call within office hours, (between 8.30 a.m. and 5.00 p.m.) you will talk to a person not a machine.