

# Stockton on Tees Borough Council

Welfare Support Approach in response to  
The Cost of Living

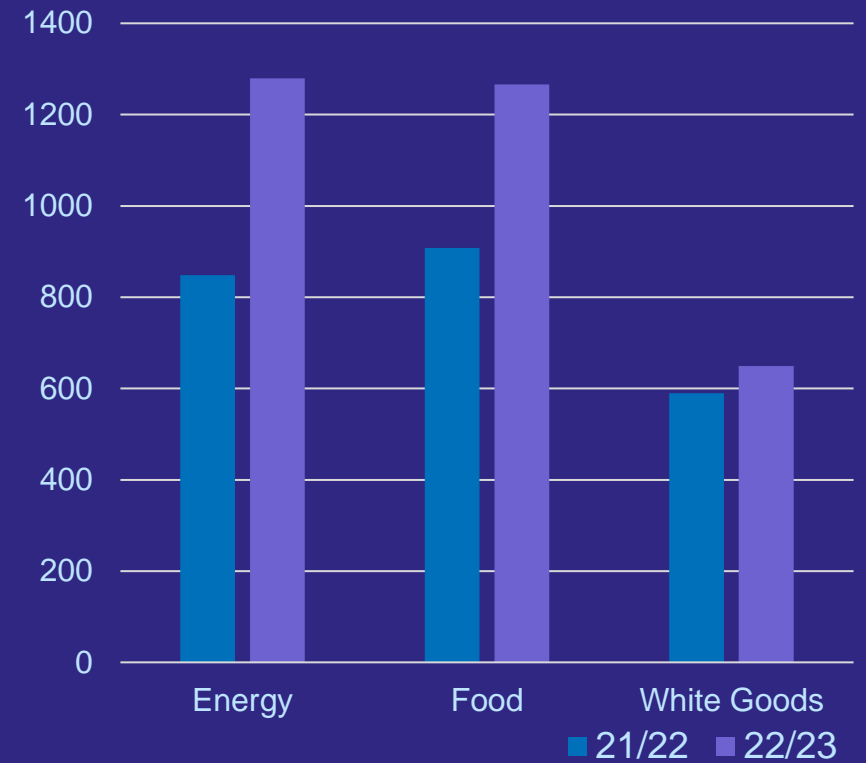
Michelle Connolly

# THE IMPACT OF THE COST OF LIVING

## 22/23 record demand for advice and support

- 11,600 requests for support v 9,600 in 21/22
- Demand increased for food, energy, white goods
- Housing debt increasing
- Every ward in the Borough is impacted

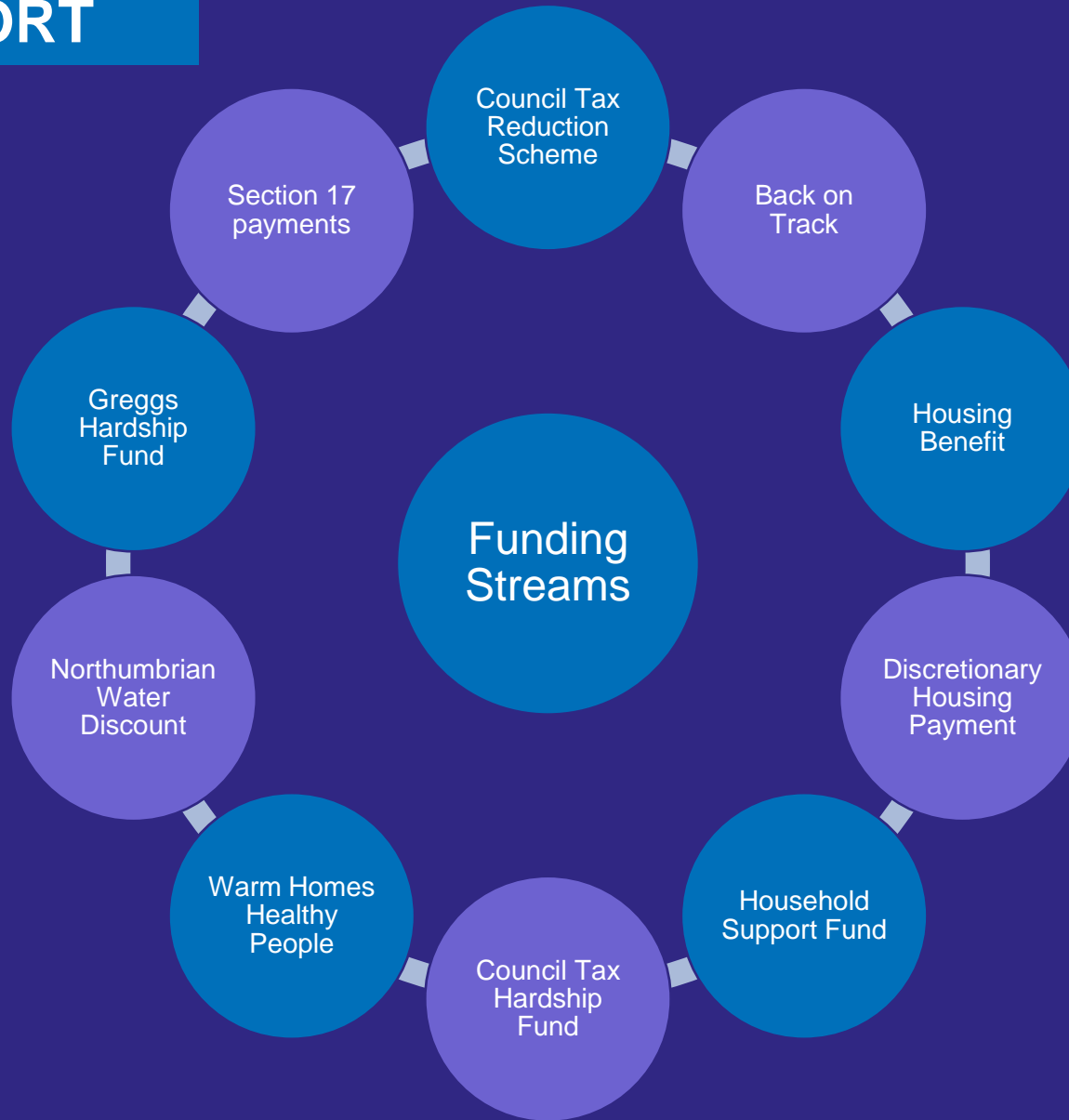
Increase in Requests



# REVENUES, BENEFITS AND WELFARE SERVICE

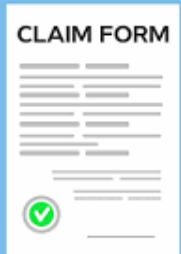


# FINANCIAL SUPPORT



# 2022 FINANCIAL SUPPORT AT A GLANCE

## COUNCIL TAX REDUCTION



17,000 households

## HOUSING BENEFIT



7,500 households

## DISCRETIONARY HOUSING PAYMENT



679 awards

## FOOD



1200 awards

## WHITE GOODS



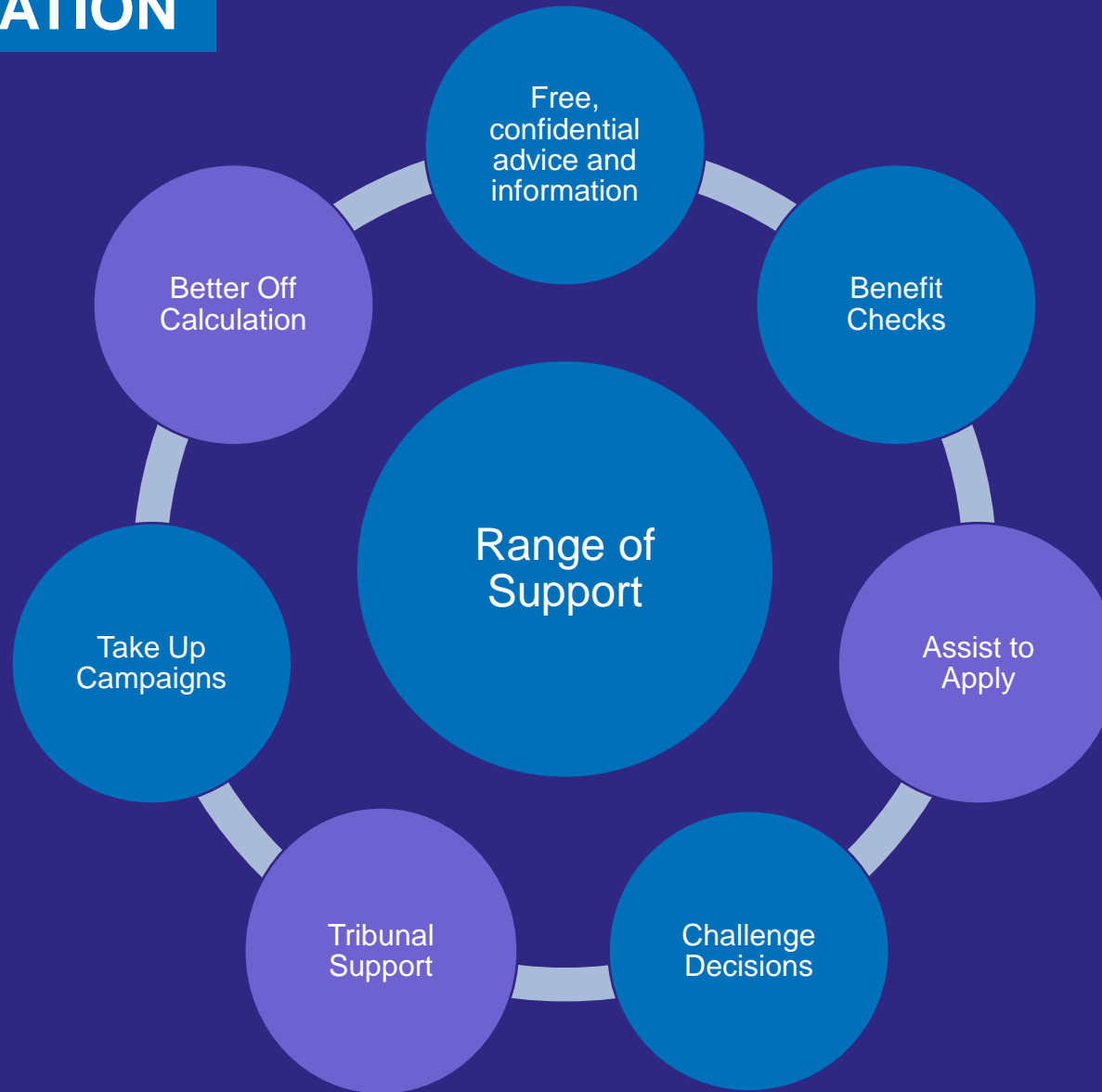
325 awards

## ENERGY



814 supported plus  
Vouchers to  
17,000 households

# INCOME MAXIMISATION



## 2022 - INCOME MAXIMISATION AT A GLANCE

- 1173 Basic Benefit Checks
- 501 Applications for Welfare Benefits
- 74 Decisions overturned at appeal
- £3.6m additional income raised for residents

# INTERNAL PARTNERS:

Adults, Childrens, Fairer Stockton on Tees, Housing

# EXTERNAL PARTNERS

Infinity  
Partnership

Stockton  
District  
Advice and  
Information  
Service

Department  
for Work  
and  
Pensions

Money and  
Pensions  
Service

Social and  
Private  
Landlords



# ENGAGING WITH RESIDENTS AND STAFF

Newsletters, KYIT

Website, Social  
Media

Stockton News,  
Press Releases

Using Data for  
Direct Awards

Targeted  
Campaigns

Referrals from  
Partners

Staff Cost of  
Living Events

Merged Service –  
council tax  
collection, benefit  
and support

Large Employer  
Events

Outreach Worker

Event Attendance

Care Home  
Drop In

# REVENUES, BENEFITS AND WELFARE SERVICE

