

**📝 Factsheet:**  **What to Expect When Applying for Benefits and Support Services**

If you're applying for support such as benefits, Council Tax Reduction, water rate deductions, or additional entitlements, a Welfare Rights Officer will help assess your eligibility. This process involves sharing **personal and financial information** so we can better understand your circumstances and provide the right assistance.

**👤 Personal Questions You May Be Asked**

To gain a full picture of your situation, you may be asked about:

* Physical and mental health conditions and any related care needs
* Daily living activities and mobility challenges
* Medical diagnoses and treatments
* Medication you take and any prescriptions
* Support from health professionals or carers
* Impact of your condition on work and income

**💷 Income & Financial Information**

We’ll need to look at your finances to determine what you qualify for. Please be ready to provide:

* Recent **bank statements** (usually from the last 3–6 months)
* Details of **income**, including wages, benefits, pensions, or other sources
* Evidence of **housing costs** (rent, mortgage, Council Tax)
* Information about **debts or arrears**, if applicable
* Utility bills and water rates
* Any lump sum payments or savings

**📁 Documents You May Be Asked to Share**

Having these ready can help speed up your assessment:

* Letters regarding **disability benefits, pensions, or healthcare** (e.g. PIP, ESA, DLA)
* Any recent **award letters** or decision notices
* Letters from medical professionals confirming health needs
* Identification documents (passport, driving licence, etc.)

**❓ Follow-Up Questions & Clarifications**

Sometimes more questions are needed to ensure we:

* Understand your full **household expenditure** (groceries, transport, care costs)
* Identify if you qualify for additional services such as:
	+ Free prescription entitlement
	+ Travel concessions
	+ Blue Badge Scheme
	+ Continence products or equipment

**🔐 Confidentiality & Support**

All details you provide will be handled **confidentially** and used solely to assess your eligibility. You're not alone—Welfare Rights Officers are here to help guide you through the process with care and respect.