

Benefits for Trainee Gateway Assessors

A training course by Mary Nash

Aims

To gain a basic understanding of benefits in order to help identify the most appropriate 'next steps' from Gateway

Who for?

Trainees Gateway Assessors who have done the 'Main Enquiry Areas for Gateway' pack.

This course can be delivered to groups of up to 15 people, but there is plenty of practical work and a range of exercises to help the learning process. Attendees will need paper and pens and there needs to be space for posters to be attached to the wall.

Timing

4 ½ hours (normally 10-2.30) including a coffee and short lunch break

Learning Outcomes

By the end of this course, attendees should be able to:

1. Explain the structure of the benefits system
2. Describe the purpose of the 7 benefits most commonly advised on in bureau
3. Select appropriate questions to help identify 'next steps'
4. List the benefits that passport to legal help

Topics

- The benefits system – contributory, means-tested and non-means-tested benefits
- Clarification of what all benefits are for
- Typical benefit issues raised at Gateway
- Relating 'next steps' to the different benefits
- What questions need to be asked to identify 'next steps'
- Which agencies deal with the different benefits
- Passporting benefits