Overview of Service Specification

The advisors will ensure they support customers with:

**Budgeting and Money**

* Providing customers with Personal Budgeting Support which includes understanding the concepts of budgets and creating a budget
* Understand how to control money allocated & understand how to prioritise expenditure
* Demonstrate Financial Responsibility and commitment to rent as a priority payment
* Identify costs of running their home

**Bills**

* Support customers to develop a positive payment culture which includes sign up to effective payment mechanisms like Direct Debit etc
* Understand the different methods of bill payment
* Demonstrate awareness of the advantages and disadvantages of different types of bill payments

**Benefits**

* Have awareness of the benefits available and help with move to Universal Credit (UC)
* Support take up of benefits if in high need
* Understanding of UC system and process for Alternative Payment Arrangements (APA’s)
* Advice on what you can do if affected by Welfare Reform especially UC
* Know what services can support tenants (signpost to internal services and third party specialist services as appropriate)

**Debt**

* Understand rent as a priority debt and concept of debt and understand how to prioritise debts
* Help handle debt problems
* Explain why they prioritise a particular debt
* Demonstrate understanding of consequences of non-payment
* Practice the process involved in dealing with creditors
* Demonstrate knowledge of language of debt

**Energy Awareness**

* Help register tenant with energy supplier, explain tariffs, meters and budgeting for fuel
* Cost of running household appliances and payment methods for fuel
* Services available from fuel suppliers and consumer bodies
* Grants and financial help available for energy efficiency improvement

**Employability: moving from welfare to work**

* In work entitlements
* Financial Preparation
* Positive solutions to potential financial barriers
* Understanding employability needs
* Signpost to employability services (internal and external)
* Understand their Tax and NI deductions and items on a payslip

**Banking**

* Understand banks and functions
* Support take up of My Housing <https://www.myhousing.org.uk/>
* Wheatley <https://www.myhousing.org.uk/budget-planner>
* Understand the range of products and services available (using Wheatley banking guide)
* Match needs to services and identify banks appropriate for specific needs
* Understand a bank correspondence ie: statement etc

**Insurance**

* Understand insurance (home, life etc. – share benefits of our own home insurance scheme). Raise awareness of home insurance scheme.
* What to do if you have been mis-sold payment protection insurance

**Credit**

* Understand concept of Credit and its uses
* Demonstrate current awareness of the different types of credit available (high/low cost). Raise awareness of sub-prime pay day lending practices.
* Practice working out the interest payable on particular loans
* Understand how the interest is worked out on loans
* Practice credit scoring a particular loan application
* Demonstrate understanding of interest rates

**Savings**

* Identify why people save and create their own list of savings aims
* Differentiate between short, medium and long term aims
* Demonstrate current awareness of savings facilities
* Understand the savings options available
* Understand savings accounts and credit union support