1 Purpose of Report
   (a) To introduce the presentation from Wellingborough Welfare Rights Advice Group (WWRAG).
   (b) The presentation relates to the work this organisation does in the Borough in support of the Council’s priorities, particularly that of delivering efficient and responsive services.

2 Executive Summary
   Not applicable.

3 Appendices
   3.1 Appendix 1 – Organisation overview provided by WWRAG.
   3.2 Appendix 2 – Case studies provided by WWRAG.
   3.3 Copies of any slides will be provided to the Committee.

4 Proposed Action:
   4.1 The Committee is invited to:
   4.2 RESOLVE to note the presentation, and
   4.3 discuss issues relating to the work of Wellingborough Welfare Rights Advice Group and identify any matters they RECOMMEND be reported to relevant policy committees for their attention.

5 Background
   5.1 This presentation forms part of the general programme of review agreed by the Committee at its meeting on 10 May 2010.

6 Discussion
   6.1 WWRAG is based in Dexters Chambers in Wellingborough.
   6.2 WWRAG has a particular focus on:
      (a) the preservation of health;
      (b) the relief of poverty and distress; and
      (c) the promotion of healthy and comfortable living within the community.
6.3 The objectives of WWRAG are to:
   (a) assist and co-operate with member organisations in planning and developing a wide range of services and facilities for the benefit of the community;
   (b) plan, develop and provide welfare rights advice to people living in the town of Wellingborough and surrounding villages.

6.4 Services are provided to people with health problems: physical or mental to maximise their income by assisting them in applying for benefits that they may be entitled to.

6.5 Services are also targeted to members of minority ethnic communities in Wellingborough by holding advice sessions at the Hindu Temple, Wellingborough Afro-Caribbean Association (WACA), and at the Mosque.

6.6 Between April 2010 and October 2010 performance information shows that:
   (a) 299 clients were assisted and the total amount gained was approximately £790,000.
   (b) Of these 299 people, 136 were White (British, Irish & others i.e. anyone from EU), 134 Asian ( Indians, Bengalis and Pakistani or any other) and 29 Black (African, Caribbean or other).
   (c) 77 clients were seen in their own home.
   (d) 55 Clients were surveyed:
      (i) 92% rated the service as excellent.
      (ii) 8% rated the service as good.

6.7 The presentation this evening will be given by Savita Paw and will focus on the work done by WWRAG in the Borough.

7 **Legal Powers**

7.1 The Local Authorities (Alternative Arrangements) (England) Regulations 2001 empower the Council to establish one or more overview and scrutiny committees. An overview and scrutiny committee of a local authority may invite persons other than Members or Officers of the authority to attend meetings of the committee.

8 **Financial and Value For Money Implications**

8.1 There are no such implications arising directly from this report. However, effective overview and scrutiny is one of the means by which the Council secures effective use of its resources.

9 **Risk Analysis**

Normally a risk table is completed for any report setting out a proposed course of action that entails risks at the outset of the project or if the risks change along the way.

This is not relevant here so the table has not been completed.
10 Implications for Resources
10.1 There are no such implications arising directly from this report other than Officer time required to prepare any reports that might be needed to policy committees as a result of the Committee’s findings.

11 Implications for Stronger and Safer Communities
11.1 There are no such implications arising directly from this report. However, effective overview and scrutiny is one of the means by which the Council secures improvements in the discharge of its functions that contribute to making its community stronger and safer.

12 Implications for Equalities
12.1 Local scrutiny of public services improves the ability of the Council to ensure equalities issues affecting the local community are taken into account by other public service providers.

13 Author and Contact Officer
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14 Consultees
None.

15 Background Papers
None.