

Supporting information continued...

Evidence of private rent and tenancy

Such as your tenancy agreement and rent book (or receipts). If you do not have a tenancy agreement, or if it has expired, a letter from your landlord (or agent) will be acceptable. The letter must provide the name and business address of your landlord (or agent), the date the tenancy started, the amount of rent and any service charges and how often it is due, and whether your rent is up to date.

Evidence of other money paid out Such as letters about student grants or maintenance, agreements or receipts from registered child care providers.

What if I am unable to visit the Council Offices?

We understand that people have different needs. To make our One Day Promise accessible to all, we provide a home visiting service to those residents who are:

- Elderly or infirm
- Disabled or housebound
- New parents with young babies
- Vulnerable, such as people with learning difficulties.

This list is not exhaustive.

To arrange a home visit please call our visiting team on 01530 454491



What other help is available?

The following organisations offer advice and assistance.

- Marlene Reid Centre (Welfare Advice): 01530 510515
- Age Concern: 01530 833000
- Debt Advice Network: 0300 0112340
- Care and Repair: 01530 510031
- Coal Industry Social Welfare Organisation (CISWO): 01623 625767
- Citizens Advice Bureau: 01530 454751
- Home Start: 0800 0686368
- Sure Start: 0116 305 5993
- Turning Point(Coalville): 01530 830865
- www.direct.gov.uk (for advice on all other welfare benefits)

How can you get in touch with us?

Telephone us on: 01530 454545

Fax us on: 01530 454816

Visit to arrange a visit call: 01530 454491

Email us at: benefits@nwleicestershire.gov.uk

Write - you can write to us at:

The Benefits Section
North West Leicestershire District Council
Council Offices
Whitwick Road
Coalville
Leicestershire
LE67 3FJ



What is the One Day Promise?

Your guide to our new Benefits Service



Help us to help you

What is the One Day Promise?

The One Day Promise is a new service being offered by the Housing and Council Tax Benefits Team.

The aim of the new service is to speed up the time it takes to process a new benefit claim, or a change in circumstances, so that you get paid quickly and correctly.

We want to improve our service to you but to do this we need your help.

What can you do to help us?

To be able to process your claim in one working day we need you to complete a new claim form, gather together all the evidence listed in the leaflet and then bring everything to us at the Council offices.

Come to our Benefits Reception Desk in the main reception area and a member of the Benefits Team will check through all the information. If your claim is 'fully supported' we promise to process it within one working day.

The same applies to notifying us of a change in your circumstances e.g. changes to your household or income. Come in, tell us about your change and bring us the supporting evidence of the change and we will amend your benefit within one working day.

What supporting information do you need to provide?

You need to bring in the information listed below. Please note, we need to see original documents, photocopies cannot be accepted.

Evidence of identity (for you and your partner, if applicable). Such as a birth certificate, marriage certificate, passport, medical card, driving licence, UK residence permit or an EEC identity card.

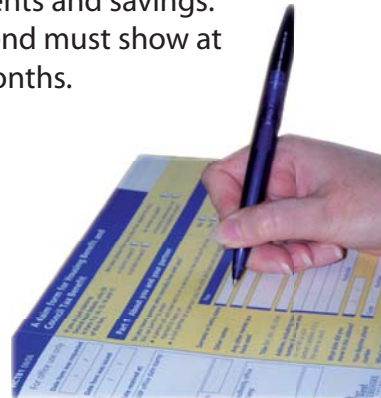
Evidence of your address - Such as a recent gas, electricity bill or a TV licence.

Evidence of your National Insurance number (for you and your partner, if applicable)

Such as a National Insurance number card, payslip or letter from social security or the Tax office.

Evidence of capital, savings and investments (We also need this for any other adults living in your home). Such as all your bank, building society or post office books, full bank statements, certificates for Premium Bonds, National Savings certificates, ISAs, stocks, shares and unit trusts. We need to see evidence of any interest or dividends you get on investments and savings.

The evidence you send must show at least the last two months.



Supporting information continued...

Evidence of earnings (We also need this for any other adults living in your home)

Please provide:

- ✓ Your last five payslips if you are paid every week, or
- ✓ Your last three payslips if you are paid every two weeks, or
- ✓ Your last two payslips if you are paid every month.

If you do not have these payslips, please contact us for a form for your employer to fill in.

If you, or your partner, are **self employed**, we need to see your audited accounts. If these are not available, we need a completed self employed earnings form and your self-employed books, expenditure receipts, invoices and business bank statements. If you are newly self-employed we need an estimate of your future earnings.

Evidence of other income (We also need this for any other adults living in your home) Such as pension slips from a previous employer or a letter from the court showing how much maintenance you are getting.

Evidence of benefits, allowances or pensions (We also need this for any other adults living in your home) Such as current award letters from social security confirming how much you get. If you do not have evidence let us know as we may be able to get this ourselves.