



Welsh Benefits Charter

How Welsh Government and local authorities will work in Wales to deliver Welsh Benefits



This document was written by the **Welsh Government**. It is an easy read version of ‘**Welsh Benefits Charter**’.

February 2024

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Llywodraeth Cymru
Welsh Government

Where the document says **we**, this means **Welsh Government**. For more information contact:

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Introduction



This is an easy read version of the **Welsh Benefits Charter**.

The Welsh Benefits Charter is about:



- Our aims for the Welsh Benefits system.
- What we will do and how we will work to provide Welsh Benefits.

Welsh Benefits are payments made to people by:



- the Welsh Government
- and Welsh local authorities.



Other benefits, like Universal Credit are paid to people by UK Government.

Welsh Benefits include things like:



- **Free School Meals**



- **The Council Tax Reduction Scheme** – helps households pay their council tax



- **Schools Essentials Grant** – support for families to buy things like school uniform and equipment



- **Education Maintenance Allowance** – a payment for 16 to 18 year olds who stay in education



At the moment, these benefits are separate from each other.



This means people must make lots of different claims to get the support they are entitled to.



We want to make it easier for people in Wales to claim Welsh Benefits.



We want to make sure everyone can claim the support they are entitled to.



We want people to be treated fairly, with dignity and respect.



All 22 local authorities in Wales have signed up to the Welsh Benefits Charter.



This means they promise to work in the ways set out in this document.



The Welsh Benefits Charter was written in partnership with:

- Professionals involved with the Welsh Benefits.
- People who claim Welsh Benefits.
- Organisations who support people to claim.

Welsh Benefits Charter Commitments



Commitments are the things we promise to do and the ways we promise to work.

Design of the Welsh Benefits System



We will work with:

- Local authorities
- Delivery partners
- Professionals involved in Welsh Benefits
- People claiming Welsh Benefits



We will work together to design a Welsh Benefits System that:



- Is fair and equal for everyone.



- Suits the needs of people. And can change to meet the needs of people.



- Meets the needs of disadvantaged groups of people. For example, people living in poverty, and people from different backgrounds.



- Removes the barriers that stop people claiming benefits. And works to help people get the support they are entitled to.



- Checks how well processes and systems work before using them. This will be done with the people who use them.



- Asks people for feedback. And uses that feedback to make things better.



- Makes a positive difference in Wales.



- Makes sure that new Welsh Benefits work well alongside UK Benefits. And fill any gaps.



- Shares information about people claiming benefits which will help them. And follows the law about sharing data.



- Supports people to claim benefits using the Welsh language.

Delivery of the Welsh Benefits System



We will work with:

- Local authorities
- Delivery partners
- Professionals involved in Welsh Benefits
- People claiming Welsh Benefits



We will work together to deliver a Welsh Benefits System that:



- Shares out resources fairly and in the best way for people in Wales.



- Makes sure everyone is treated equally and fairly, with dignity and respect.



- Changes processes and systems to meet the needs of people. This includes looking at options for having a **single point of access** for all Welsh Benefits.



This means being able to claim all the Welsh Benefits you are entitled to in 1 go. This should be in a way that best suits you. For example, online, on the phone or by post.



- Follows the [Digital Service Standards for Wales](#).



- Supports people to find out about any other financial support they could get.



- Supports people to understand what they can claim for. And helps them make claims. This would include:



- Telling people about Welsh Benefits in lots of different ways. For example, through things like social media and radio adverts.



Messages about Welsh Benefits should be positive. Messages should be easy for everyone to understand. They should be available in different formats like Easy Read, BSL and other languages.



- Making sure staff have good knowledge and experience. And get ongoing training so they can give the most up to date advice and support.



- Referring people to other organisations that can provide advice and support. This may be organisations that can support people out of poverty. Or organisations that can support people to make claims and challenge decisions.



- Working with the Department for Work and Pensions to make sure everyone knows what benefits they can claim. Including benefits from UK Government – like Universal Credit.



Charter outcomes

This is what we want the Charter to achieve:



- More people claiming the benefits they are entitled to.



- Better Welsh policy, that is based on what people need.



- Clear messages about all benefits. People should know and understand what support they can get. They should not feel bad or ashamed to claim benefits.



- Households and communities are stronger. They can deal with money issues easier when something happens.



- Children and young people from homes that do not earn much money are better off. They are supported to have better futures, and reach their potential.



- People rely less on emergency aid like food banks.



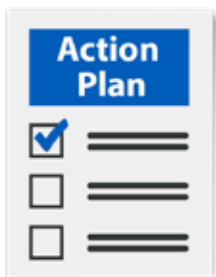
- We will check how many people are claiming Welsh Benefits. So we can make sure everyone is getting the benefits they are entitled to.

Using the Charter

By signing up to this Charter, our partners are agreeing to:



- Work with us to make sure the Welsh Benefits System works for the people of Wales.



- Help us develop actions that will make things better for people.

Checking what we achieve



We will work with partners to develop an evaluation framework. This is a plan for how we measure what we achieve.



We will develop a way to check progress and write reports on it.



We will also check the Charter itself from time to time. To make sure it still works for people.

We agree to the commitments in this Charter. We will work with Welsh Government and other partners to achieve the goals in this Charter. Signed:



Cynghor Sir CEREDIGION
County Council



Cynghor Castell-nedd Port Talbot
Neath Port Talbot Council



More information



If you would like more information about the Welsh Benefits Charter, please write to us by:

Post:



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Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg / We welcome correspondence and
telephone calls in Welsh