



The benefits of collaborative working

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What is rightsnet

- Social welfare law website – www.rightsnet.org.uk
- Covers welfare rights – and additionally debt, housing, employment and community care
- Includes statutory instruments, DWP and HMRC guidance, consultation and policy documents – brought together and summarised within 24 hours of their issue
- User-friendly summaries of significant case law
- Discussion forum
- Web tools

How does the discussion forum work?



- Brings together advisers from across the UK- some experienced and some inexperienced
- Avoids a top-down approach to service delivery, by encouraging and facilitating peer support
- Provides an opportunity for people to test their ideas and share their experience, and to network with other advisers
- It's free and anyone who works in the field can register to contribute



An example

- A CAB worker posts 21 February about a First-tier Tribunal decision – tribunal had ruled that DWP had no right to supersede a PIP award and reinstated original award that had finished some months previously – client had gap in her award
- 22 February – 4 different advisers post responses to support – original poster says ‘Thank you for all your wise opinions. I will keep you informed’
- 14 March – original poster has received statement of reasons and record of proceedings – puts them up
- 14 March – one adviser posts a draft permission to appeal, other advisers comment on making fresh claim in interim
- 15 March – original poster advises she has made fresh claim and will discuss with client if she wants to appeal further



Does it work?

- Forums were viewed more than 2.6 million times in the past year
- In a recent survey – 92% of respondents visit the forums every day (47.4%) or most days (44.7%) – up from 70% last year
- 97% said that ‘they help me to keep up to date with case work developments
- 100% said they would recommend the forums to a colleague



What do people say?

- “Engaging in ‘debates’ on the forums has improved my confidence and my ability to research material. I take on cases of increasing difficulty and the outcomes are often very positive. I have saved people from eviction, and clients’ improved financial situation has led to improvements in their health.”
- “It is hard to estimate the financial gains for our clients but it is a fact that without rightsnet our success rate would be lower and some enquiries could not be dealt with ... I have used the site to help develop me professionally.”



Recent collaborative work

benefitmythbuster

Bust a myth

Submit a myth

factchecking myths and misconceptions about universal credit

To get started, choose an option...

Starting a
new claim

Managing
your claim

Solving
problems

SHARE





www.benefitmythbuster.net

Starting a new claim **Managing your claim** **Solving problems**

“I must have photo ID to start a claim”





“Claims can only be made online” Needs busting

“I can’t claim universal credit if I have more than two children”

“My claim will be closed if I miss my first interview after claiming online”

“There’s no way a claim will be backdated”

“I have to accept my claimant commitment” Needs busting

SHARE    



Current and future developments

- rightsnet has enjoyed working with the Everyday Equality project leading to the launch today of this great tool
- rightsnet is working with the Equality and Human Rights Commission on a new partnership that will see the launch of a new equality and human rights discussion forum on rightsnet