



About RAISE – Overview of our service

Raise was established in 1999 to provide advice services for people in Liverpool. Raise was originally created to supply Welfare Benefit advice services to the tenants of local Housing Associations, acting as a shared resource of skilled and experienced advisers who could help tenants with specialist support. Raise expanded its activities to include Debt and Financial Capability advice services, included work partnership projects with local Citizens Advice offices. Raise is also funded by national organisations including the Money Advice Service the Big Lottery and European Social Fund.

Raise provides advice services through home visits and outreach surgeries. The service is flexible and accessible for people who find it hard to leave their home. Raise provides Welfare Benefits advice, including representation at first and second tier Tribunal, Debt Advice, including DRO and Bankruptcy assistance, and Financial Capability support. Our home visiting approach means that we make arrangements to see clients at a time and in a location that suits them, overcoming many barriers to seeking advice. These can include disabilities, mental health problems, learning disabilities, substance misuse issues and caring responsibilities.

Raise is a registered charity and works with deprived communities in the Liverpool City Region. We work with a number of Social Housing providers in the city, providing training for their staff and advice services for their tenants. We provide regular reporting for our funders, training and a support line for their staff. We provide a 5 day a week advice line for clients using our service and provide them with ongoing support, including letter confirmation of all advice supplied and giving information about issues to address in the future. We produce an impact report, detailing how our service works and the benefits of using Raise and getting help at home visits. We update our website and social media accounts with information about our service and attend community events to supply advice information and information about our service.

We are a member of Advice UK and hold an 'Advice Quality Standards' quality mark and have done since 2002. Our last audit was in December 2017 where we met the requirements of Advice Service Alliance's Advice Quality Standard. Our next audit is December 2019.

About RAISE - vision, mission and values

Our vision

To champion the fight against poverty and inequality enabling people to take control of their lives.

Our mission

Providing outstanding specialist services for individuals incorporating benefit advice, representation, debt and money management that are accessible at the point of need and empower people to achieve a better standard of living.

Our values statement

Respect – Meaning that we value people by adopting a non-judgmental approach alongside recognising the strengths of others and being committed to working in partnership.

Accessible – Meaning we deliver services that are adaptable and free to clients at their point of need whilst embracing equality, diversity and basic human rights for all.

Independent – Meaning that how we interact with others is authentic and real to whom we are as an organisation.

Support – Meaning we are client focused and deliver services that demonstrate empathy with clients along their journey with RAISE.

Excellence – Meaning everything RAISE creates and delivers is of a standard that we feel proud of.

Confidentiality – Meaning we respect every individual's personal information and circumstance and act professionally to protect this.

About RAISE – Our Team

We have a fantastic team here at RAISE. They are committed to supporting the clients and helping them to navigate their way through this ever increasing complexity of social security law and indebtedness to enable them to take better improves their financial situation's. Over the last ten years this has become increasingly difficult and the role of a caseworker and the administrative support has become much harder. However, our team have the tenacity and dedication it takes to ensure they flight for our clients rights which make us proud to belong to this wonderful organisation.

RAISE is supported by 23 paid staff and approximately 10 volunteers. Our trustees are also volunteers. In 2017/18 RAISE supported 4020 cases with 2,577 being new clients and we visited 3,458 people within their own homes. We archived benefit gains of £7,960.843.