

FINANCIAL WELLBEING SERVICE

Supporting our community through expert benefits advice.

Established at the end of May 2024, the Haemophilia Scotland Financial Wellbeing service has already become a vital support for members navigating the often complex welfare and benefits system. Delivered by our Financial Wellbeing Officer (FWO), Maxie, the service offers one-to-one specialist advice, benefit checks, and support with new or existing applications and appeals.

As of 31 March 2026, we received **117 inquiries**.

Of these, **38 cases** were for Child or Adult Disability Payments, where Maxie provided dedicated support to complete and submit their applications, with redeterminations or appeals.

We have confirmed **50 successful benefit applications**, securing **£323, 781** in new benefit entitlements alongside **£38,151 in backdated payments**, bringing the total **annual gain to £346,518**. This figure is expected to increase further as we await outcomes from **3 additional applications** submitted during this period and the out come of ongoing redeterminations and appeals as below.

The service has also supported **13 members to challenge benefit decisions** that were initially refused.

- **Four cases were successfully overturned** without the need for a tribunal
- **Three cases are awaiting redeterminations.**
- **Six appeals awaiting a hearing**, with Maxie continuing to support the member through the **Upper Tribunal** process having an appeal decision set aside and a new hearing to be heard.

The success of the Financial Wellbeing Service shows the real impact of having a dedicated specialist who understands both the benefits system and the specific needs of people living with bleeding disorders. Looking ahead, we are committed to securing further funding to sustain and expand this essential service.



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