

Help to Claim

Devon and Cornwall Jobcentre District

**citizens
advice**

Plymouth



What is Help to Claim?

- It's the DWP funded service
- Introduced in 2019
- Service for anyone who requires support to make a new UC claim or is moving from legacy benefits to UC
- Supports people over the telephone and webchat
- The Partnership Lead role was created alongside the Help to Claim project
- 31 Partnership Leads strengthen relationships between DWP and other stakeholders that have interest in HTC
- They also collect evidence on UC issues

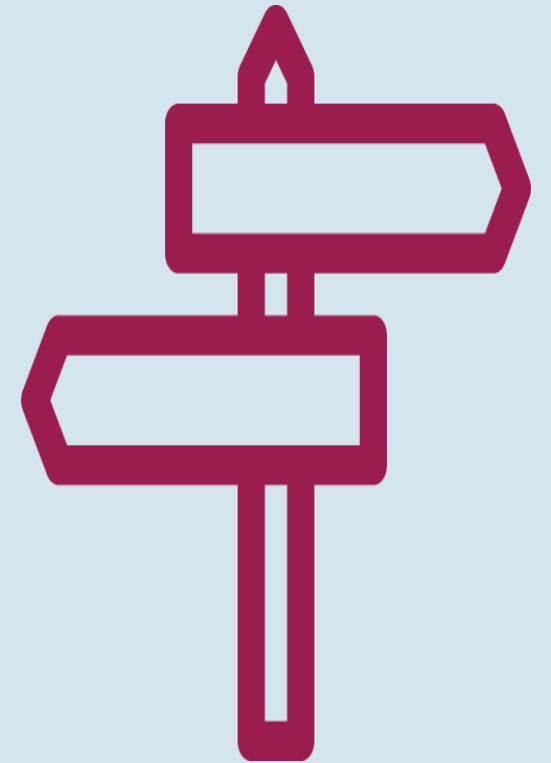
Carmel Lawless



Partnership Engagement Officer for
Devon and Cornwall JCP District

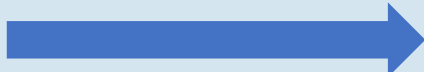
Help to Claim service assists clients with

- Providing advice on eligibility to claim Universal Credit
- Providing support in completing an application form
- Making a non-digital claim
- Preparing for an interview with a work coach
- Make referrals to other organizations for overlapping issues



Accessing the service

Jobcentres



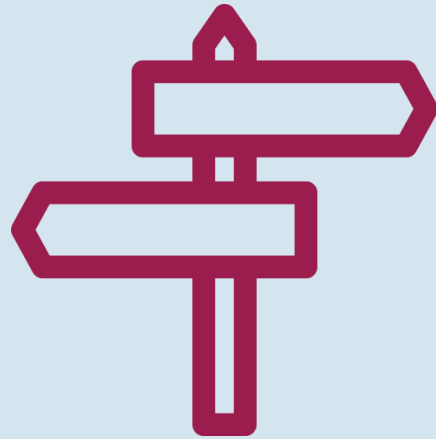
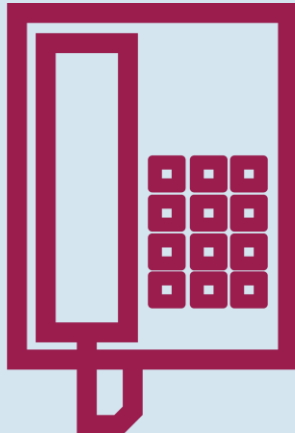
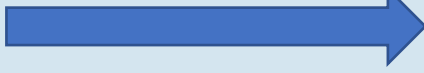
Local Authorities



Self-referral



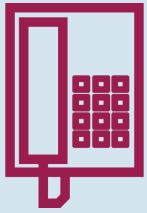
Support agencies



Referral Pathway

- The national office created a digital tool to make the transfer of information easier, more secure, reliable and trackable between organizations.
- This [pathway](#) is specifically for the Help to Claim service

Help to Claim Contacts



England: 0800 144 8 444



England textphone: 18001 0800 144 8 444



[Webchat](#)

Case Studies

A Benefits Check for a new refugee

Tariq is from the Middle East and has recently received his refugee status. He currently lives in supported accommodation provided by the Home Office, but will have to leave it in the next couple of weeks. He doesn't speak English fluently, and so he requested an interpreter.

Tariq is unemployed and doesn't have any money to move to new accommodation. Therefore, he contacted the Help to Claim telephone helpline to get advice about benefits entitlement and housing.

A Help to Claim adviser supported Tariq with a benefits check and explained how they can start a UC claim. The advice also included information about payment schedules, the assessment period, advance payments and the first interview at the Jobcentre. The adviser also identified that Tariq doesn't have enough money for food, so he was referred to his local Citizens Advice for a foodbank referral.

Managed Migration

Lizzie is a self-employed mum who claims Working Tax Credits and Child Tax Credits. She received a managed migration notice and is due to be moved to UC on 1st August. She lives in a private rented home with her dependent daughter and a non-dependent disabled son, who is on the tenancy agreement. She contacted the Help to Claim service to find out what the notice means to her and whether she'll be worse off on UC.

The adviser explored Lizzie's situation and found out that her business doesn't make enough money to meet the current Minimum Income Floor. Therefore, Lizzie was advised on UC credit self-employment income reporting and how their UC will fluctuate based on their monthly earning.

The adviser also carried out a benefit check to determine entitlement to UC and transitional protection. They found out that Lizzie will be better off on Universal Credit, and she therefore won't be entitled to transitional protection. Lizzie was also advised on the best date for submitting her UC claim.

As Lizzie also mentioned non-priority debts of over £30,000, she was given contact details for Stepchange and the National Debtline.

Help with calculating housing costs

Mike contacted the Help to Claim service because he was doing his own benefit check and got stuck on how to answer questions about housing costs.

Mike has recently split up with his partner and needs to claim UC. He lives in a house that he owned with his husband however he is not named on the mortgage. He will have to begin paying mortgage costs to his ex-partner and wanted to know how to state this on his claim.

The adviser offered to carry out a benefit check for Mike, but he refused. Therefore, the adviser explained that Mike isn't eligible for Support for Mortgage Interest, but having a tenancy agreement will help. Mike was also advised on reporting a change of circumstances once he's liable for rental costs.

Help to Claim Community Engagement team



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Thank You

Any Questions?