

Benefit Matters

Our newsletter for advisers in Royal Greenwich

Directorate of Finance

Universal Credit begins in Greenwich

Full service introduced for new claims from 3 October 2018

Universal Credit (UC) is fully introduced in the borough from October so Royal Greenwich is now a **full service** area. Claimants cannot make new claims for any of the legacy benefits⁽¹⁾ UC is replacing from the date an area goes full service unless an exception applies (see page 2) – they have to claim Universal Credit instead.

New claimants have to claim UC from one of 3 dates depending on which Jobcentre Plus office they come under:

3 October – for postcodes covered by Woolwich Jobcentre,

24 October - for Bexleyheath Jobcentre

July for some residents living in postcodes covered by Forest Hill and Bromley Jobcentres.

Main features

- for low income households who are in or out of work;
- claims will usually have to be made and managed online via an online account;
- support can continue as people on low incomes move in and out of work
- monthly assessment and claimants receive a single monthly payment into a bank account

- housing costs paid direct to the claimant in most cases;
- tougher conditionality and sanctions regime.

Note that UC cannot help with council tax, claimants still have to apply to Greenwich Advice and Benefits Service for Council Tax Support.

Migration to Universal Credit

People who are already getting legacy benefits do not need to do anything – they will eventually be migrated to UC in one of two ways.

- **Natural migration** – this happens when a claimant has a change of circumstances which necessitates a claim for one of the legacy benefits. It starts as soon as an area comes under the Universal Credit full service (see previous column for details).

It's important to note that there is no transitional protection for people who transfer under natural migration and so they will not be compensated if their Universal Credit award is less than they received under legacy benefits. **Pages 2-3 include a feature on Natural Migration.**

(1) Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Housing Benefit, Child Tax Credit and Working Tax Credit).

Continued on next page...

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- **Managed Migration** – this is the DWP's process for claimants who don't have a change of circumstances. They will be gradually transferred to Universal Credit between July 2019 and March 2023. People who transfer under 'managed migration' will receive a top up if their Universal Credit award is less than they received under legacy benefits.

For further information

We produce a range of Universal Credit factsheets which are available on our intranet page for council staff or on the Royal Greenwich website (please see page 6 for details).

Universal Credit - Natural Migration

Natural migration is where a claimant has a change of circumstances that would lead to a new claim for one of the legacy benefits - they now have to claim Universal Credit instead. However, it's important to note that a change of circumstances that doesn't lead to a new claim being necessary means a claimant can remain on legacy benefits. Common examples of when new claims for legacy benefits are and are not necessary are set out on page 3.

Exceptions

1. Claimants with three or more children can't make a new claim for Universal Credit until 1 February 2019 and so should claim tax credits and other legacy benefits for help

with their living expenses and housing costs until then.

2. People living in specified or temporary accommodation will have their housing costs covered by Housing Benefit rather than Universal Credit. This means that new claimants will have to claim Universal Credit for living expenses and Housing Benefit for help with their rent. Existing legacy benefit claimants who move to temporary or specified accommodation will carry on claiming legacy benefits for living expenses and claim Housing Benefit for help with their rent.

Issues for people receiving the severe disability premium

Disabled claimants receiving disability benefits are set to be one of the biggest group of losers under Universal Credit. This is because, unlike legacy benefits (income-related Employment and Support Allowance, Income Support, income-based Jobseeker's Allowance, Housing Benefit and Pension Credit), Universal Credit doesn't include the severe disability premiums.

The DWP has agreed not to migrate people who are receiving the severe disability premium until managed migration begins and they can receive transitional protection. However, this will not come into force until the managed migration regulations are published (expected to be later in the year) and, in the meantime, people with the severe disability premium will have to migrate to Universal Credit if they need to make a new legacy benefit claim. **This group of claimants will be significantly worse off on Universal Credit, so it's very important that they don't make a claim for Universal Credit unnecessarily – see next page.**

In addition to disseminating the message about delaying UC claims for residents in these circumstances, it's also important to identify residents who:

- are receiving qualifying disability benefits and may be missing out on severe disability premium in their legacy benefits; or
- may be missing out on Personal Independence Payment (PIP). A successful claim (at any rate of the daily living component) could mean that linked legacy benefits increase due to the inclusion of the severe disability premium (or they may even become entitled for the first time). Please encourage residents in this situation to claim as soon as possible in order to protect their existing rate of benefit while they still can.

We have included a quick guide to the severe disability premium on page 4. However, please contact us if you need further advice or if you would like to check if a client you are working with may be missing out.

Is a Universal Credit claim necessary?

Once a claim for Universal Credit (UC) has been made the claimant can't go back to legacy benefits, even if they made the claim as a result of being misadvised. The DWP's position is also that withdrawing a UC claim will not allow the claimant to go back to legacy benefits. Many people will find themselves worse off under the new benefit and so it's important to be clear about when a claim for UC needs to be made and when a claimant can remain on legacy benefits.

Examples of when a claim for Universal Credit is not required

- Moving within the same local authority area – a new claim for Housing Benefit is not required and the claimant can stay on legacy benefits.
- Claiming Working Tax Credit whilst already on Child Tax Credit - if the claimant is already receiving Child Tax Credit and starts work, a new claim isn't required for Working Tax Credit and so the claimant can stay on legacy benefits.
- Becoming responsible for child for the first time whilst on Working Tax Credit – if a claimant becomes responsible for a child whilst they are receiving Working Tax Credit, a new claim isn't required for Child Tax Credit and so the claimant can stay on legacy benefits.
- People on Employment and Support Allowance (ESA) who challenge a work capability assessment decision and don't claim Universal Credit during the mandatory reconsideration period – a new claim for ESA is not needed for it to be reinstated once the claimant has appealed and, if the appeal goes on to be successful, they will remain on legacy benefits.
- Starting work whilst on Housing Benefit – the claimant can continue to get Housing Benefit (subject to their income level) and doesn't need to claim Universal Credit.

Examples of when a claim for Universal Credit is required

- Moving from being in work to being unemployed – the claimant would have had to make a new claim for a legacy benefit (such as Jobseeker's Allowance, Employment and Support Allowance or Income Support) and so will have to claim UC.

- Becoming responsible for a child and not on Working Tax Credit – the claimant would have had to make a new claim for Child Tax Credit and so will have to claim UC instead.
- Ceasing to be eligible for Income Support – if, for example, the claimant stops being a carer or they are a lone parent whose youngest child reaches the age of five, they would have had to claim another legacy benefit (such as Jobseeker's Allowance or Employment and Support Allowance) and so will have to claim UC instead.
- Challenging a fit for work decision and claiming UC whilst in mandatory reconsideration process – if the claimant has claimed UC during the mandatory reconsideration process, they can't go back to ESA once they have appealed. If the appeal is successful, the ESA will be paid up to the date of the UC award.
- Becoming incapable of work whilst on Jobseeker's Allowance (JSA) – the claimant can stay on JSA for up to 13 weeks whilst temporarily unable to work due to sickness but, following that, would have had to make a claim for ESA and so will have to claim UC.

Useful link:

HB Circular A7/2018 confirms the DWP's position: www.gov.uk/government/publications/housing-benefit-adjudication-circulars-2018/a72018-universal-credit-full-service-areas-guidance-for-local-authorities

Choosing to claim Universal Credit

There are claimants who will be financially better off under Universal Credit including some working carers, some people who have friends or grown up family living with them and some people who are too sick to work but do not qualify as disabled. However, it's important for people to get advice before switching to Universal Credit voluntarily as many claimants will struggle with the requirement to make and manage a claim online, the delay in payment and the stricter conditionality regime of the new benefit. Claimants should also be made aware of the widespread reports of poor administration, delays and inaccurate assessments which have led to a sharp upturn in foodbank use and left some claimants at risk of eviction.

A quick guide to the Severe Disability Premium

The severe disability premium (SDP) is an extra amount that is included when the following means-tested legacy benefits are assessed:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit
- Housing Benefit
- Council Tax Support.

The premium is worth £64.30 a week for single claimants and £128.60 for couples both meeting the qualifying conditions.

The claimant must meet all of the following conditions:

- receiving Disability Living Allowance care component (middle or highest rate), Personal Independence Payment daily living component or Attendance Allowance (any rate);
- no one receives Carer's Allowance (or a carers element in Universal Credit) for looking after them. Note that a carer who is not paid CA due to the overlapping benefits rule (known as having 'underlying entitlement') is not treated as receiving CA and would not prevent the looked after person from getting SDP.
- **single claimants** - must be living alone and have no non-dependents aged 18 or over normally living with them – such as an adult son or daughter. However, they are 'treated as living alone' if the non-dependents are also receiving a qualifying disability benefit or are registered blind.

Note: someone who is separately liable to pay rent to a landlord does not count as residing with the claimant.

Couples can also qualify if:

- both are receiving a qualifying disability benefit (as above);
- they live alone or are 'treated as living alone' (as above);
- no one receives Carer's Allowance (or the carers element of Universal Credit) for looking after them (as above). If someone gets CA for just one of them, SDP is included at the single person rate.

Note that couple rate SDP should be included if the carer/s only have 'underlying entitlement' to CA because they receive another earnings replacement benefit which is paid at a higher rate.

How to claim:

Existing claimants - a claim is not necessary, the premium should be fully backdated to the date the qualifying benefit was awarded as long as the claimant satisfies the qualifying conditions. They will need to ask for their award to be revised or superseded. Income Support, JSA and 'ESA claimants will need to complete a separate IS10 form (or a PC10 for Pension Credit claimants).

Claimants who were previously refused benefit because they didn't receive a qualifying disability benefit, will need to reclaim within 3 months of the new award to get the premium included.

Free school meals – make sure existing claimants don't miss out

Greenwich Council is urging residents receiving legacy benefits to sign up for free school meals to ensure that they don't miss out ahead of the roll out of Universal Credit (UC).

In the April issue of Benefit Matters, we covered the government's decision to introduce a £7,400 a year net earnings threshold for UC claimants from 1 April 2018. Those earning less than the threshold can receive free school meals and those earning more will not qualify. However, there is transitional protection until 31 March 2022 for the following:

- pupils eligible for free school meals on 31 March 2018 and those who become eligible after that date (whether or not their parents continue to be entitled to a qualifying benefit); and
- pupils entitled to free school lunches on 31 March 2022 and still in full-time education – they continue to be entitled until they finish their current stage of education.

Note that the changes do not apply to universal free school meals for younger children, these will continue to be available to all pupils in reception, year 1 and 2 regardless of their parental income.

Given that Universal Credit Full Service has now been rolled out to new claimants in Royal Greenwich, it's vital that parents on existing legacy benefits register for free school meals while they still can – this will enable their child to keep free school meals until at least 2022 even if their circumstances change. Although legacy benefit claimants do not have to switch to Universal Credit until the DWP begins the migration

process, remember that they will have to switch earlier if they have a change of circumstances which necessitates a UC claim. If this happens before they have signed up for free school meals, they will miss out unless their net earnings are below £7,400 (after tax and national insurance deductions).

Please encourage eligible families to sign up while it is still possible.

It's also important that parents who are eligible sign up for them (even if they don't want them or if their child is an infant and gets universal free school meals) as a significant part of the school's funding is linked to the number of children who are eligible for free school meals. The 'Pupil Premium' is in addition to main school funding and is worth £1,320 this year (or £935 for a child in years 7 to 11). It can help fund things like extra tuition, learning assistants and after-school activities. Signing up for free school meals doesn't mean that that child must have them five days a week. The family can still choose to provide a packed lunch on some days if they prefer.

Parents can sign up by completing a registration form available on the Royal Greenwich website: https://www.royalgreenwich.gov.uk/info/200285/about_our_schools/395/apply_for_free_school_meals_and_other_grants_for_school_pupils.

Further reading:

The Department for Education's guidance for local authorities:

<https://www.gov.uk/government/publications/free-school-meals-guidance-for-schools-and-local-authorities>

Extra help for families with children at school

Now that schools are back after the summer break, we need to ensure that local families do not miss out on education benefits (such as free school meals above, and clothing grants), tax credits and social security benefits. Many families miss out on benefits because they do not know they can claim.

Our updated 'Benefits for children at school' factsheet outlines the main sources of support and will be available shortly (including on the Royal Greenwich website: www.royalgreenwich.gov.uk/benefits). As in previous years, we will be working with Children's Services and schools to promote the factsheet to Greenwich families. We hope that a promotional item will be included in school newsletters for parents and in the e-bulletin for head teachers.

Universal Credit and help with health costs

A Universal Credit (UC) claimant can claim help with health costs if, on the date they claim they are receiving UC and:

- had no earnings at all in their last UC assessment period; or
- net earnings of £435 or £935 or less in their last monthly assessment period and their UC award includes a child element or they have limited capability for work. If the claim form doesn't include a box for UC, claimants should tick the box for income-based JSA ⁽¹⁾.

Given that UC entitlement is assessed on a monthly basis, claimants with fluctuating incomes or whose circumstances change, will find that they lose entitlement to free health costs if their income exceeds the threshold in a particular month. In order to protect entitlement should circumstances change (for example benefits ending because they are starting work), it's worth advising clients to apply separately under the low income scheme even if they are already get this help because they are receiving a qualifying benefit. Claimants qualifying for full help under the low income scheme are issued with a HC2 certificate which normally lasts for 12 months (or a HC3 certificate for those entitled to partial help). The

advantage of the HC2 certificate is that it guarantees entitlement to free prescriptions for the remaining duration of the certificate regardless of changes in circumstances, thus protecting entitlement.

Tax credits claimants holding a tax credits exemption certificate may also wish to consider making a low income claim. Exemption certificates are generally issued for up to 7 months to claimants whose earnings do not exceed £15,746. The exemption certificate, like the HC2 lasts for the remaining duration regardless of any changes in circumstances. Applying separately under the low income scheme may mean the claimant gets this help for a further period.

Claimants can apply under the low income by completing a HC1 form. Visit the NHS website for further information including how to claim: www.nhs.uk/using-the-nhs/help-with-health-costs/nhs-low-income-scheme-lis/

- (1) www.nhs.uk/using-the-nhs/help-with-health-costs/help-with-health-costs-for-people-getting-universal-credit/

Introducing new Universal Credit factsheets...

We have produced a range of Universal Credit factsheets to help inform and support advisers – these include:

Migration to Universal Credit

Universal Credit and Sanctions

Universal Credit and the Benefit Cap

Universal Credit for people who are unable to work due to illness or disability

Universal Credit Housing Costs

Universal Credit and Self-Employment – covers issues and problem areas for self-employed UC claimants including how income is assessed and low earning and the 'minimum income floor'

Universal Credit and Work Capability – covers issues around the work capability assessment for residents claiming UC on incapacity grounds

The Two Child Limit – this is a general factsheet which covers the two child rule for other benefits as well as Universal Credit. Note that for UC, families with more than two children will be subject to the limit from February 2019 unless an exception applies (regardless of whether they were born before April 2017). This is likely to particularly affect new migrants (including refugees) claiming benefits for the first time.

These (and our full range of factsheets) are available on the intranet for council staff (<http://home.greenwich.gov.uk/dirs/CED/ce/socialinclusion/welfarerightshome.htm>) and will be available on the Royal Greenwich website shortly. They can also be requested by completing the order form included with this mailing.

Top Universal Credit problems areas identified by CPAG's Early Warning System

Child Poverty Action Group (CPAG) has produced a report analysing the top Universal Credit issues being sent to their Early Warning System by advisers around the country. Rather than being anomalies, CPAG fears that the issues being reported reveal systemic issues affecting significant numbers of claimants and are just the tip of the iceberg given the rollout of UC Full Service.

Top issues reported include:

- **administrative errors** represent more than 1 in 3 cases. Examples of errors include failure to apply the law correctly, lost evidence, misinformation to claimants. ESA claimants moving to UC have been incorrectly told they need to have another work capability assessment (wca), when in fact the DWP should determine the claim using the information used to determine the ESA claim. These errors have led to hardship for claimants affected as they were not paid the disability additions they were entitled to. Plus they were expected to jobsearch when a wca

had already concluded that they were not fit for work.

- problems with **housing costs** – there are examples of tenants not being paid housing costs who have lost or do not have a tenancy agreement and other groups for whom there should be specific arrangements (such as care leavers) receiving less housing support than they should.
- Lack of support for claimants who are **digitally excluded** and unable to make or manage their claims online.

CPAG are continuing to collect and disseminate information and cases studies from front line workers to inform decision makers, service planners and third sector partners and hopefully this will help to mitigate some of the impacts. Please continue to send contributions and case studies of problem areas to CPAG. Email ews@cpag.org or call 020 7812 5226. Alternatively, visit www.cpag.org.uk/early-warning-system.

For further information and for a link to the report, visit: <http://cpag.org.uk/content/it%E2%80%99s-time-start-listening-what-department-work-and-pensions-needs-learn-about-universal-cred>.

Greenwich Advisers Forum (GRAF)

Greenwich Advisers Forum (GRAF) usually meets twice a year and has a focus on welfare benefits. The meetings provide an opportunity for local advisers to meet to discuss benefit issues and share knowledge and experience. Attendees are typically people whose work includes a significant amount of welfare benefits or benefits related advice. There are guest speakers plus updates about recent/forthcoming benefit changes, an information exchange and liaison with Greenwich Advice and Benefits Service (about Housing Benefit and Council Tax Support issues).

Our most recent meeting on 25 September, was an extended meeting focusing on Universal Credit issues. We had multiple guest speakers covering a range of topics including:

- **Migration to Universal Credit;**
- **Child Poverty Action Group's Early Warning System;**
- **Sanctions and benefits safeguarding;**
- **Greenwich's Universal Support Framework;**
- **Rent verification for council tenants.**

Notes and handouts from the meeting will be circulated in due course. The date of the next meeting has not yet been confirmed; however the topic is likely to remain Universal Credit and will focus on issues arising from the rollout of full service in the borough. Details will be circulated once available.

Greenwich Advice Network (GAN)

Greenwich Advice Network meets twice a year and is open to all local providers of free legal information and advice, any sector. It focuses in advice issues in the field of social welfare and only has a light touch on benefit issues. We regret that GAN meetings are temporarily on hold so the date of next meeting has not yet been scheduled. Details will be circulated when available.

Are you interested in getting details of and attending GRAF (or Greenwich Advice Network) meetings?

Please email Sandra Pierre: sandra.pierre@royalgreenwich.gov.uk

2017/18 Tax Credit renewals – it's still not too late

Claimants who failed to renew their tax credits claim by 31 July 2018 may find that their award has now been terminated and payments stopped. This has serious consequences because it means that no new claim has been made for 2018-19 and any provisional payments they have received since April 2018 has been overpaid and will be recovered. **Please remind your clients that it's not too late to renew their claim, but they must act quickly.**

Universal Credit full service begins in Royal Greenwich on 3 October so, it may not be possible to make a new claim for tax credits on or after that date. However, special rules allow the claim to be restored provided the claimant renews within 30 days of the date on the statement of account telling them that their payments will stop. A new claim for tax credits should be accepted in these circumstances.

Claimants renewing outside the 30-day period (and by 31 January 2019) can only have their claims restored if HMRC accept that they have 'good cause' for missing the initial 31 July and additional 30 day deadlines. Payments will be reinstated from 6 April. If the claimant has already claimed UC, the tax credits claim runs up until the day before the start of the UC award.

Visit the Low Income Tax Reform Group website for further information: www.litr.org.uk/tax-guides/tax-credits-and-benefits/tax-credits/how-do-i-renew-my-tax-credits-claim#toc-the-renewals-process.

News in brief...

Deadline for claiming Sure Start Maternity Grant extended to six months

The maximum time limit for claiming a Sure Start Maternity Grant will be extended from three to six months from 18 October 2018. This welcome change has been made to enable people whose claims have been delayed "due to an extended period of sickness for either them or their child to make a claim. The new regulations are available here:

<http://www.legislation.gov.uk/ukxi/2018/989/made>

Carer's Rights Day – 30 November

Many carers miss out on benefits because they do not know they can claim. Carers Rights Day is on Friday 30 November, so now is the perfect time to make sure that Royal Greenwich carers are claiming their full benefit entitlement. Since April this year, we have advised 197 carers and identified over £196,000 in additional benefits they were missing out on. To find out if a Royal Greenwich carer or family you are working with is missing out, or for a copy of our 'Benefits for carers' factsheet, please call our Advisers Advice Line (see front cover). Alternatively carers can contact our Public Advice Line for a full benefits check and signposting to other useful services (or can send an online enquiry via the Royal Greenwich website: www.royalgreenwich.gov.uk).



Warm Home Discounts

With autumn upon us and heating bills beginning to creep upwards, it's important to make sure that older and vulnerable receive any help that's available. We'll do the usual seasonal roundup of winter warmth issues in our January newsletter, but are reminding you about the Warm Home Discount Scheme now. This is a rebate worth £140 a year off electricity bills for some people on low incomes. It mostly targets pensions who get Pension Credit Guarantee (PCG), but other groups may also qualify for a discretionary discount. PCG claimants (the core group) should receive a letter from their energy supplier by the end of November to confirm if the rebate will be automatically applied. If they have not received a letter, they will need to contact the Warm Home Discount Helpline by 31 January 2019 to confirm their eligibility (0345 603 9439).

Discretionary discounts are budget-limited and most providers operate on a first come-first served basis and will close to further applications once they have reached their quota of applications. Many providers had closed to new applications by December – January last year. Please encourage eligible residents to apply as soon as possible to ensure they don't miss out. For further information, please visit www.gov.uk/the-warm-home-discount-scheme. Our Warm Home Discount factsheet is being updated and will be available shortly.

Training News

Our September to December training programme which was circulated recently, includes new dates for Universal Credit, Introduction to Benefits and several more of our popular courses including the following one-day courses:

Introduction to Money Advice – 10 October

Challenging Personal Independence Payment (PIP) Decisions – 23 October.

If you would like to attend any of our courses, please send your completed booking forms directly to us at wrs.training@royalgreenwich.gov.uk.

Bookings are going fast, so don't delay – book now to avoid disappointment!

If you have any questions regarding any of our courses, contact us on 020 8921 6376 (and select option 2). Please note that attending the course may be free, depending on your organisation. There is a charge however if you do not attend or leave early, please check out the terms and conditions before you apply for a place.

Projects Update

"I always feel happier after I have spoken to you"

Social Prescribing Pilot, Live Well Project

Over the course of 2018/19 the Welfare Rights Service (WRS) has advised over 220 residents and confirmed gains of over £288,000 (this figure will rise as cases progress). Some of these cases involve continuing support being provided to clients referred during 2017/18.

Work done under our Social Prescribing Project has enabled WRS to support residents to claim £1000s in backdated ESA payments which they had been incorrectly missing out on due to DWP error when transferring them from Incapacity Benefit. We referred test cases to Child Poverty Action Group (CPAG) to challenge, through Judicial Review, the DWP refusal to consider full backdating. Since the last issue of Benefit Matters, the DWP have agreed to pay full backdating in these cases, it is estimated that between £100 to £150 million will be paid to claimants as a result.

The following is a quote from one of our social prescribing project clients:

"This extra money means that I can afford a taxi so that I can start doing an exercise class on a regular basis. Usually, I can't do anything without someone accompanying me but now that I can afford the taxi I can just go out and do this on my own. That independence is massive and it's made the most enormous difference."

Emergency Support Project

Over the course of 2018/19 WRS have advised 122 people and confirmed gains of over £200,000 as a result of the advice provided (this figure will rise as cases progress). Some of these cases involve continuing support being provided to clients referred during 2017/18.

Welfare Rights empowers residents to resolve issues themselves. Many residents supported through the Emergency Support project find themselves unable to resolve their problems themselves, either due to their vulnerability or the complexity of the problem. The

project funding enables our service to provide more intensive support to these residents to avoid them being left without an income and the knock on impact this can have on housing, health, and a range of linked issues.

The RBG Benefit Safeguarding Alert

Royal Greenwich is promoting a 'benefit safeguarding' system to support benefit claimants with mental health problems, learning difficulties, and conditions affecting cognition (such as autism and addiction).

Royal Greenwich aims to help avoid destitution caused by benefit problems by ensuring that:

- Jobcentre Plus and DWP are aware of health conditions so that they can adjust conditionality and put extra protections in place; and
- the claimant (who may be experiencing a mental health crisis or similar problem) can be supported to access advice by ensuring that a support worker (or competent family member or friend) is notified of problems with the claim; and
- appropriate organisations (including a health professional) are authorised to share relevant information about a claimant.

Claimants can complete a 'benefit safeguarding alert' form and return it to Royal Greenwich Advice and Benefits section to ensure that their condition is recorded by Royal Greenwich, who will then pass on the information to DWP and Jobcentre Plus. If a problem arises with a claim then RBG will attempt to notify the relevant support worker, family member or friend.

To ensure that the system works as effectively as possible the claimant should try to complete all sections of the benefit safeguarding alert.

Benefit Safeguarding Alerts can be submitted to Royal Greenwich Advice and Benefit section by post, dropping them into an RBG service centre, or by emailing a scanned copy to benefits@royalgreenwich.gov.uk.

Remember – if you:

- need advice about a resident or family you are working with, call our dedicated advice line for advisers and staff on 020 8921 6376 (Monday to Friday, anytime during usual office hours).
- would like us to give a talk or attend an event you are planning – please contact Corin Hammersley on 020 8921 3453 or email corin.hammersley@royalgreenwich.gov.uk

If you would like this information in another format (for example in large print), please contact Pansy Turpin on 020 8921 6376 (or 18001 020 8921 6375 for textphone users).

Next issue: January 2019

Royal Greenwich's Welfare Rights Service produces 'Benefit Matters'. If you would like to contribute in any way, please contact Sandra Pierre on 020 8921 6378.



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