

Benefit Matters

Our newsletter for advisers in Royal Greenwich

Finance Directorate

Help with the rising cost of living - Government announces £15 billion support package

As you know, [Ofgem](#) announced a 54% rise in the energy price cap in February following a record increase in global energy prices. The increase applies from 1 April and is expected to affect around 22 million households, with average households paying by direct debit seeing an increase in their energy bills of £693 a year. With the energy price cap projected to rise by a further 42% (£829) for average households in October, the government has been under increasing pressure to provide more support for struggling households, particularly those on low incomes.

On 26 May, Chancellor Rishi Sunak announced a [£15 billion package of additional targeted financial support](#) to help households with the rising cost of living. The measures will be funded by a new temporary 'Energy Profits Levy' and are in addition to the £22 billion package previously announced in February. The government estimates that when combined with other previously announced measures, most households will receive £550 in support, pensioners will receive £850 and 8 million of the most vulnerable low-income households will receive £1,200.

The package of support announced on 26 May consists of the following:

- a one-off payment of £650 direct to claimants receiving Universal Credit, Tax Credits, Pension Credit, Income Support, income-based

Jobseeker's Allowance or income-related Employment and Support Allowance. It will be payable in two parts in July and in the autumn. To be eligible for the first instalment, claimants will need to be in receipt of one of these benefits as of 25th May 2022 (or have begun a claim which is later successful). HMRC and DWP will provide further guidance, and the government will set out the eligibility date for the second instalment, in due course.

- £300 to pensioner households qualifying for the winter fuel payment. To qualify, they must be over state pension age (aged 66 or above) between 19 – 25 September 2022.
- £150 to claimants receiving qualifying disability benefits (such as Disability Living Allowance, Personal Independence Payment or Attendance Allowance) as of 25 May or who have begun a claim which is later successful.

The above payments are all tax-free and won't count towards the benefit cap or reduce existing benefit entitlement.

- doubling the discount off energy bills for all domestic electricity customers which was announced in February to £400 (from £200). This funding will be provided directly to energy suppliers to pass onto customers in October. It also now becomes a grant which no longer must be repaid from future bills over 5 years. The rebate will be credited to the accounts of

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Welfare Rights Service

Advisers Advice Line

020 8921 6376

E: wrs.ce@greenwich.gov.uk

Weekdays: office hours

Welfare Rights Service

Public Advice Line

020 8921 6375

Mon, Wed, Thurs: 10am – 1pm

[Via online contact form on website](#)

Universal Support Team

020 8921 3333

Mon to Fri: 10am - 4pm

[Via online contact form on website](#)

direct debit and credit customers. Prepayment meter customers will have the credit applied to their meter or paid via a voucher.

- £500 million increase in the Household Support Fund which is delivered by local authorities. This is in addition to the doubling of funding already announced in the Spring Statement ([see page 4](#) for more).

Other measures [previously announced in February](#) include:

- A non-repayable one-off £150 rebate for council taxpayers living in band A to D properties which will be paid by local authorities. The rebate is expected to benefit around 80 percent of homes. The grant will not be payable for example if the property is empty or a second home. Most people who pay by direct debit will receive the rebate from April – the council will use existing bank details to credit their account. Council taxpayers who do not pay by direct debit must [apply online](#). The council has written to households affected to tell them how to do this

and how to apply if they cannot use online services. [Click here](#) for further information.

- £144 million discretionary funding to support vulnerable/low-income householders that don't pay council tax or pay council tax in higher band properties. The council has decided to make a [Discretionary Council Tax Rebate](#) of £150 to all residents receiving Council Tax Support and living in band E-H properties. Householders not receiving CTS and living in band E properties will get £65. The payment will be made automatically to people who pay their council tax by direct debit. Others will have to apply.

There are also plans to expand eligibility of the Warm Home Discount and to increase the amount to £150 from October ([see page 5](#) for more).

Further reading and useful links

- [Cost of living support factsheet](#) on GOV.UK
- [Touchbase – 27 May](#)
- [Ofgem website – for latest advice for people who are struggling to pay their energy bills.](#)

Help for people arriving from Ukraine and residents who are supporting them

As we welcome arrivals from Ukraine to the borough, the following is a summary of the sources of help available for them and residents accommodating them.

There are two government schemes for people who were resident in Ukraine before 1 January 2022 and are fleeing due to the Russian invasion:

- Ukraine Sponsorship Scheme (also known as Homes for Ukraine); and
- Ukraine Family Visa Scheme.

The **Homes for Ukraine Scheme** enables Ukrainian nationals and their immediate family members (who may be of other nationalities) to be sponsored to come to the UK. Applicants must have a named person in the UK who is willing to sponsor them to apply for a visa online. A separate form must be completed for each person wishing to be sponsored.

Prospective sponsors must be willing to offer accommodation for at least six months and will be paid £350 a month (they cannot charge rent). This tax-free 'thank you' payment is paid in arrears (subject to the accommodation being approved as of acceptable standard by the council) and for up to

12 months provided they are still hosting the refugee.

The **Family Visa Scheme** allows applicants to join or accompany UK-based family members. It also allows people satisfying the above requirements to extend their stay if already in the UK. [The guidance on GOV.UK includes further information.](#)

For both schemes - residence in the UK is for at least 6 months and up to three years. Eligible applicants under the Homes for Ukraine scheme will receive an interim payment of £200 per person from the council to cover subsistence costs. Local authorities also have discretion to award additional payments.

People arriving under these schemes are free to live and work in the UK and have full access to health and social security benefits, education and employment support, and English language tuition.

Benefits

The government has amended the benefit rules to allow people fleeing the war to claim benefits as soon as they arrive in the UK. New rules exempt Ukrainian claimants from the habitual residence

test and from the past presence test for disability benefits and Carer's Allowance.

The Homes for Ukraine Scheme

The government has confirmed that the thank you payment will not affect any benefits or entitlements the sponsor is receiving. For example, it will be ignored when Housing Benefit, Universal Credit, Pension Credit, Income Support, income-related Employment and Support Allowance and income-based Jobseeker's Allowance are worked out and won't reduce awards.

If the sponsor previously lived alone, the presence of the guest won't affect any severe disability premium that may be included in their means-tested benefits. Any single person council tax discount they receive is also unaffected.

The government has said that sponsors under the scheme will be no better or worse off in terms of their benefit entitlements. Sponsors receiving reduced Housing Benefit or Universal Credit housing element because they have extra rooms under the size criteria, won't qualify for more help if they accommodate a Ukrainian national as they won't be regarded as normally living with them.

Family Visa Scheme

Residents taking in family members under this scheme won't receive the £350 government payment.

If the resident is on benefits, the presence of other people in the home can significantly affect their benefit payments (such as Housing Benefit or Universal Credit). Whether family member's presence affects their benefits and entitlements depends on whether the arrangement is permanent or temporary.

If the arrangement is permanent, the family member will be considered a 'non-dependant' and payments may be reduced because the benefit system assumes that they are contributing towards the housing costs (even if they're not). However, note that benefits will not be reduced if an exception applies (such as receiving a qualifying disability benefit). If the resident is on Universal Credit, there is a flat rate deduction of £77.87 a

month. The deduction ranges from £16.45 to £106.05 a week for Housing Benefit, depending on the non-dependant's income and circumstances. An extra room can be allowed for non-dependants under the size criteria for bedroom tax and Local Housing Allowance purposes.

Issues and problem areas

Bank accounts

Opening a bank account for benefit payment purposes has been a challenge for many people arriving from Ukraine due to not having the required proof of address or identification. Some UK banks have put special provisions in place to help people arriving from Ukraine access bank accounts. These include: [Lloyds Bank](#), [NatWest](#), [Royal Bank of Scotland \(RBS\)](#) and [Santander](#). [The Money Helper website](#) provides more information on choosing a bank account.

Residents shouldn't delay claiming benefits because they don't have a bank account. There is also the [Payment Exception Service](#) for people who cannot use bank, building society, or credit union accounts.

National insurance numbers

The DWP should initiate an application for a national insurance number if benefit entitlement is established. Claims should be accepted if sufficient information has been provided to enable a number to be allocated. Please [contact us](#) if you or your client run into difficulties with this process. People wishing to look for work or claim other benefits can also apply online on [GOV.UK](#).

For further information

- Visit [GOV.UK](#) and see the government's [Welcome Guide for Ukrainians arriving in the UK](#) (also available in other languages).
- **Advice Local** - have collated some links to key resources to help you find information for people affected by the war in Ukraine <https://advice.local.uk/ukraine>
- [Royal Greenwich website](#) - we have worked with our Communications team on new webpages and factsheets to support people arriving in the borough from Ukraine and residents who are accommodating them.

Coronavirus Benefits Update

Extra help with council tax bills

Council Tax Support (CTS) claimants who are not already receiving full help towards their 2022-2023 council tax bills are receiving a one-off £175 Discretionary Council Tax Support payment this year. This is a continuation of the extra support that was available in previous years under the COVID Hardship Fund. Examples of people who may not qualify for full CTS include where another adult lives in the household or household income is too high. There is no need to claim, the payment will have been awarded automatically in April 2022 to eligible claimants receiving CTS for the 2022-2023 year. People who are entitled to CTS and haven't yet claimed, will need to apply to be assessed for this year's payment. Please help us to ensure that residents don't miss out by encouraging families you are working with who are entitled to, but not already receiving CTS to apply. See royalgreenwich.gov.uk/counciltaxsupport to find out more.

Test and Trace Support Payments Scheme

The Test and Trace Support Payment Scheme ended on 24 February 2022 with the lifting of all remaining national restrictions. The scheme remained open to new applications submitted before 7 April 2022 and local authorities had until 30 April 2022 to process the applications. All outstanding applications have been processed and the scheme has now closed.

Spring Statement - Household Support Fund doubled

Chancellor Rishi Sunak announced a doubling of funding for the Household Support Fund (HSF) in his 23 March Spring Statement. An extra £500m funding was initially allocated to local authorities from April to enable them to 'support the most vulnerable families with their essentials' and provide targeted support with the rising cost of living. The fund was also extended for six months from 1 April to 30 September.

STOP PRESS: On 26 May, the government announced that it is providing an extra £500m via the HSF and extending it from October 2022 to March 2023.

In a written statement on 31 March, the Work and Pensions Secretary confirmed that one third of the extra funding must be used to support low-income pensioners and at least one third on families with children.

Royal Greenwich families with school-aged children receiving free school meals based on low income or receipt of qualifying benefits will receive a payment during the May half-term. Decisions on how the remaining funding will be allocated in Royal Greenwich have not yet been concluded. Please check the website for updates.

Residents can access support via any of the following routes: [Stay Warm Stay Safe](#); [Live Well Greenwich](#); or [Royal Greenwich's Emergency Support Scheme](#).

Useful links

[Royal Greenwich website](#)
[31 March DWP Press release](#)
[Household Support Fund Guidance](#)

Other measures announced in the Spring Statement:

- increasing the national insurance threshold at which contributions begin to apply from July 2022. The threshold increases to £12,750 (from £9,880) to bring it in line with the personal tax allowance. However, the 1.25% national insurance increase (the health and social care levy) also proceeded as planned in April.
- 5% cut in fuel duty.
- 1% cut to the basic rate of income tax from 2024.

No additional measures were announced for people on low incomes and the 3.1% uprating of most benefits proceeded as planned. The [Resolution Foundation](#) has warned that the lack of additional support for families on low incomes will push a further 1.3 million people into poverty next year. The full statement is available on [GOV.UK](https://www.gov.uk)

Discretionary Housing Payments – reduced 2022-23 funding

The government makes Discretionary Housing Payment (DHP) funding available to local authorities to provide extra financial support to claimants receiving Housing Benefit or the housing costs element of Universal Credit to meet housing costs (for example, to cover a rent shortfall). [HB Circular SI/2022](#) confirms that DHP funding has been reduced by £40m this year for authorities in England and Wales. The government says authorities can choose to top up DHP allocations using their own funding. In Greenwich, this means a reduction of around 30 percent on the 2021-22 DHP Budget.

April Benefit Changes

Changes include:

- **Benefits uprating** - inflation-linked benefits/tax credits and state pensions increase by 3.1% from April in line with consumer price index rate in September 2021 (inflation is currently 9%). Remember that our updated Benefit Rates card for advisers is now available – [click here](#) for details.
- **Free school meals for families with nil recourse** - the rule change which temporarily extended eligibility to free school meals during the pandemic to children of families with nil recourse to public funds has been made permanent from April 2022.
- **Pause on fuel deduction from benefit requests** – a temporary pause on the DWP taking new or increased fuel direct deduction from benefit requests from energy providers to cover ongoing fuel consumption. Only claimants can request an increase or decrease in their deductions to provide greater control over how much can be deducted given the rising cost of living.
- **National Living/Minimum Wage increases** – new hourly rates from 1 April 2022 are:
Age 23 or over £9.50; Age 21-22 £9.18; Age 18-20 £6.83; Under 18 and Apprentices £4.81.

Expansion of Warm Home Discount Scheme

The government has published its [response](#) to the consultation on plans to reform the Warm Home Discount scheme from winter 2022/23. These include:

- extending the Warm Home Discount Scheme until March 2026 and increasing funding by £125m;
- increasing the annual rebate to £150 (was previously £140);
- removing the discretionary scheme (the Broader Group) and replacing it with a new mandatory Core Group 2 which the government states will extend the discount to 750,000 more households compared to 2021/22. The hope is that making the scheme mandatory will allow more energy suppliers to participate. Core Group 1 targeting pensioners on low incomes receiving the Guarantee element of Pension Credit remains unchanged

Support under Core Group 2 will be refocused on households with the highest energy costs and lowest incomes. Eligible households will be automatically identified through a data matching exercise between government departments and energy suppliers without having to apply. Housing Benefit claimants are among the groups who will be entitled for the first time.

Many people receiving disability benefits (such as Attendance Allowance, Disability Living Allowance or Personal Independence Payment) often require more heating due to their disability or health condition. Previously these claimants qualified for the payment, however, receipt of disability benefits has been omitted from the eligibility criteria for the new Core Group 2. [Disability Rights UK](#) estimate that over 200,000 disabled households will lose their discount as a result as they will be ineligible under new scheme rules unless they also receive means-tested benefits. The regulations are being laid and the new scheme is expected to be in place ready for households to receive winter 2022-2023 payments.

Useful links

- Warm Home Discount information on [GOV.UK](#)
- Government response to consultation - <https://www.gov.uk/government/consultations/warm-home-discount-better-targeted-support-from-2022>.

Universal Credit Update

DWP resumes migration of legacy claimants to UC

The DWP resumed its process of moving existing legacy benefit¹ claimants to Universal Credit (UC) on 9 May beginning with 500 claimants. This 'managed migration' process is due to be completed by the end of 2024. The former 'Move to UC' pilot in Harrogate which was suspended due to the pandemic will not be reinstated.

Selected claimants will start receiving migration notices in May notifying them that their legacy benefits are ending and that they have three months to claim UC. Note that legacy benefits will end even if they don't claim. Claimants successfully migrating to UC will receive a top up payment (called a transitional element) if UC entitlement is worth less than their legacy benefits at the point of change, however this will be eroded over time and may end if their circumstances change.

There will clearly be support issues for vulnerable claimants with complex needs who will be at risk of having their benefits stopped during this process. Claimants needing support can access the Help to Claim service until UC is in place but face to face advice is no longer available via the service (see below).

The DWP has launched a national advertising campaign promoting UC and encouraging legacy claimants to switch voluntarily. Some people may be better off on UC, but people should carefully check their circumstances and get specialist advice before switching, as they won't qualify for the transitional element if they're worse off and will be unable to return to their old benefits. Employment and Support Allowance (ESA) claimants need to be particularly wary. The DWP's own '[Completing the Move](#)' Policy paper on implementing the final phase of UC predicts that of the 1.2m ESA claimants, 500,000 will be worse off on UC, with 600,000 better off and 100,000 seeing no difference. See the DWP's [25 April press release](#) and the April issue of [Touchbase](#) for more information.

UC Help to Claim Service – removal of face-to-face advice provision

Citizens Advice deliver Help to Claim on behalf of the DWP to support people to make new Universal Credit claims. The service has been extended until March 2023, but face-to-face support which was previously available has been removed from April 2022. The DWP say that funding under the service is now limited to telephony and digital channels due to the successful delivery of alternative support channels during the pandemic. Claimants unable to use those channels are being advised to contact their local jobcentre who will 'identify the right support to meet their needs'. Data included in the [DWP's Equality Impact Analysis](#) shows that before the pandemic, 50% of support under Help to Claim was delivered face-to-face and 38% by phone, changing to 1-2% and 77% respectively during the pandemic.

Please note: the council's [Universal Support Team](#) (020 8921 3333) continues to be available for residents needing help to make or manage their UC claims.

New rules requiring landlords to verify all 2022 rent changes

New rules introduced in April require landlords to verify all rent changes in the UC portal. This is a significant change from the old rules which permitted small rent variations without triggering landlord verification. The National Housing Federation has raised concerns about the impact on staff capacity and potential delays with housing cost payments. The DWP concede that this will be more time consuming for landlords and have confirmed that tenants will continue to receive their previous housing costs while waiting for the verification process to be completed.

Signatureless Fit Notes

New fit notes introduced from April no longer require a physical signature from the doctor. Instead, the form contains the name and profession of the person issuing it. The previous version of the fit note remains valid while this is being rolled out. www.gov.uk/government/publications/fit-note-guidance-for-gps

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

Benefits and tax credits claimants failing to switch from Post Office Card accounts by 5 April

The Post Office's contract with the DWP for Post Office Card Accounts (POCAs) ends in November 2022. HMRC's agreement enabling them to make tax credits and benefits payments into Post Office Card accounts ended on 5 April 2022. Claimants who failed to switch their accounts by the deadline will have seen their payments paused and now need to take urgent action to reinstate them. There is no Payment Exception Service for HMRC payments so people affected must notify HMRC as soon as possible of an alternative bank, building society or credit union account to pay their benefits into. Once payments have stopped, the Post Office will be asked to close the account. Account holders will receive two months' notice of their accounts closure and can claim/withdraw any balances remaining using the form included in the letter or by using their POCA card. Accounts will be closed once the two months ends and it will no longer be possible to use cards. Please urge residents affected to switch their accounts by calling 0300 200 3100 for Child Benefit or Guardians Allowance and 0345 300 3900 for tax credits. Claimants should also contact HMRC if they cannot open an account. Account holders wishing to claim their balances can still contact the Post Office on 03457 22 33 44. Information and advice about choosing and opening a bank account is available on the [Money Helper website](#).

In terms of other benefit payments, all POCA customers have been written to and a second letter will go out before the summer if they have not responded. The Post Office website includes further information: www.postoffice.co.uk/post-office-card-account/important-changes

Special rules for people nearing end of life

Special rules are in place which provide simplified and fast-tracked access to certain benefits for people who are nearing the end of life. The rules also allow benefits (Attendance Allowance, Personal Independence Payment, Disability Living Allowance, Employment and Support Allowance and Universal Credit) to be paid without being subject to a waiting period or needing a medical assessment. Most people will also receive higher rates of benefits. The DWP are changing the current 'six months' rule and extending the criteria to people who are likely to be in their last year of life. The changes have already been introduced from 4 April for ESA and UC claimants suffering from a progressive illness or disease where death can reasonably be expected within twelve months. Similar changes are also planned for Personal Independence Payment, Disability Living Allowance and Attendance Allowance and were outlined in the [Queen's Speech](#) on 10 May (in the Social Security Special Rules for End of Life Bill).

Claiming under the special rules from 4 April

The doctor or nurse should complete a SR1 form to support the special rules claim if they feel that the patient may have less than twelve months to live. A DS1500 form should still be completed for people who may have less than six months to live. The SR1 will also allow Blue Badge applications to be fastracked in the same way as the DS1500. See the [DWP Press Release](#) for more information. The updated Guidance: '[Special Rules: how the benefit system supports people nearing the end of life](#)' is available on GOV.UK

Terminal Illness and the Claimant Commitment

Another recent change aimed at supporting people nearing the end life exempts people from needing a claimant commitment for Universal Credit or ESA. It applies where a terminal illness health declaration is made on or after 15 February 2022. Terminal illness for these purposes is defined as a progressive disease where death can reasonably be expected within twelve months.

Greenwich Advice Network (GAN) and Greenwich Advisers Forum (GRAF)

The last virtual **Greenwich Advice Network (GAN)** meeting was on 15 March and focused on debt support services in the borough. We had guest speakers from The Illegal Money Lending Team, Greenwich Citizens Advice, Debt Free London and from the Welfare Rights Service (WRS) covering a range of issues including Breathing Space and WRS's new Budgeting Project.

This month's **Greenwich Advisers Forum (GRAF)** was a special focusing on the rising cost of living. We held two 90-minute virtual overview sessions on 18 May and on 24 May that were hosted by Corin Hammersley (Advice and Policy Manger, Advice and Benefits Service). Topics covered included: national and local schemes to support

residents, help with rent/council tax, energy bills, food, and provision for households with children. Much of the content included is on the [Royal Greenwich website](#).

The dates of the next GAN and GRAF meetings have not yet been fixed but are likely to be in September and November respectively - details will be circulated nearer the time. If you are not already on the mailing list and would like to receive information about future meetings, please email sandra.pierre@royalgreenwich.gov.uk with your contact details (name, organisation, telephone number).

Publicity Update



2022-2023 Benefit Rates cards

Our updated Benefit Rates cards are now in stock. Council staff based in The Woolwich Centre can collect stocks for their team from us Monday to Friday from 2 to 5pm. If you would like to place an order, but need it posted to you, email your request to Lauren Ellis (lauren.ellis@royalgreenwich.gov.uk). Remember to include your name, address and quantity needed in your email. Local organisations based in Woolwich can also arrange to collect their orders within the above hours should they wish by emailing Lauren.

Factsheet updates

We are currently working on updating our factsheets – these will be uploaded to the [Royal Greenwich website](#) as they become available.

New Outreach Advice Sessions

We have secured 12 months funding for an outreach project which began in April, providing face-to-face advice for borough residents. Participating organisations are Welfare Rights Service (for benefits advice), Citizens Advice (for debt and generalist advice), Plumstead Law Centre (for immigration advice) and Greenwich Housing Rights (for housing advice). Initially advice will be provided by WRS and CAB while recruitment takes place at the Law Centre and GHR. The sessions are drop-in, so there is no need to make an appointment – see below for details. Please help us by promoting these sessions to residents you are working with.



Venue Location	Date/Time	Advice available
The Forum, Trafalgar Road SE10 9EQ	Mondays 10am-12 noon	Debt, housing and welfare benefits
Migrant Hub - Woolwich Common Community Centre, Leslie Smith Square SE18 4DW	Tuesdays 10.30am- 1.30pm	Immigration, advocacy and housing
St Mary's Community Centre, Eltham High Street SE9 1BJ	Wednesdays 10am-12 noon	Debt, housing and welfare benefits
Thamesmead Moorings Sociable Club, Arnett Close SE28 8BG <i>*Run by Peabody and funded by the GLA</i>	Wednesdays 9.30am- 12.30pm	Housing and immigration advice
Glyndon Community Centre, Raglan Road SE18 7LB	Thursdays 10am-12 noon	Debt, housing and welfare benefits
Woolwich – Clockhouse Community Centre, Woolwich Dockyard SE18 5QL	Fridays 9.30am-12 noon	Welfare benefits, housing and debt

Projects Update

New Take-Up Project for 2022-23

We have secured funding for two full time welfare rights officers for our new Take Up Project proactively targeting residents who are likely to be under claiming benefits. We will identify pensioners and other vulnerable groups using a dashboard tool held on our system which can analyse Housing Benefit and Council

Tax Support data. We will contact clients identified to offer benefits checks and assistance to claim the benefits they are entitled to.

Case studies

1. Mr D is a pensioner whose friend helped him attend the Clockhouse Hub in February. He was struggling with ill health and was using his pensions and limited savings to pay his rent which was causing him to rely on his friend who was concerned about him. We assisted him to successfully claim Attendance Allowance, Housing Benefit and Council Tax Support, generating an overall income gain of over £20,000 a year.

2. Mrs B was referred from the Emergency Support Team because she was in rent arrears and struggling to manage on just her Personal Independence Payment (PIP). Her Employment and Support Allowance (ESA) had stopped about a month previously and she was unclear why or how to resolve the problem. Her Housing Benefit (HB) and Council Tax Support (CTS) had also stopped as she'd failed to respond to any letters. We assisted to get both ESA and HB/CTS reinstated and backdated, generating an income gain of over £13000 a year.

Training news

With the cost of living continuing to rise, the importance of maximising income, (coupled with good quality debt and budgeting advice) to ease the financial pressure on our vulnerable residents is key. Our current training programme for advisers and staff runs up to early July and it's not too late to book a place.

Limited places are still available on some courses (including our popular **Introduction to Benefits course on 6 and 7 June***), but places are limited so you'll need to act quickly to ensure you don't miss out!

Other courses with availability include:

- **Benefits for Older People – Tuesday 14 June, 10am to 1pm**
- **Challenging PIP Decisions – Wednesday 29 June, 10am to 1pm and Thursday 30 June, 10am to 1pm***
- **Work Capability Assessments – Exceptional Circumstances Rules – Wednesday 6 July, 10am to 1pm and Thursday 7 July, 10am to 1pm***

**These are all one day courses which are spread over 2 half-days*

Remember that this is still a virtual programme with all courses delivered via Zoom. Book your place by emailing your details and the name of the course you wish to attend to wrs.training@royalgreenwich.gov.uk. You will also need to confirm that your manager has agreed for you to attend.

Remember – if you need advice about a resident or family you are working with, call our [advice line for advisers and staff \(020 8921 6376\)](tel:02089216376)

If you would like this information in another format (for example in large print), please email WRSTraining@royalgreenwich.gov.uk.

Next issue: July 2022

Royal Greenwich Welfare Rights Service produces 'Benefit Matters'. If you would like to contribute in any way, please email Sandra Pierre (sandra.pierre@royalgreenwich.gov.uk)



Welfare Rights Service

The Woolwich Centre
35 Wellington Street
Woolwich SE18 6HQ
Telephone 020 8921 6375
Textphone 18001 020 8921 6375

www.royalgreenwich.gov.uk/benefits