



Help to Claim

Scotland's Housing Network

Welfare Reform Forum

3 June 2019 (West) – Rebecca Grant

5 June 2019 (East) – Laura Plumb

20 June 2019 (North) – Beth Williams



Aims

- > Background
- > Overview of the service and scope
- > Accessing the service
 - > Telephone
 - > Webchat
 - > Face to face
 - > Digital assistance
- > Signposting and referrals



Background

- > Evidence and experience through helping with 100,000 Universal Credit issues
- > Development of new national service supporting people to make a Universal Credit claim
- > Additional to existing services provided by Jobcentres and other organisations



Scope of Service

- > April 2019 - March 2020
- > Nationally consistent service across UK
- > Support for new claimants from initial claim to first full payment via:
 - > National freephone telephone helpline – **0800 023 2581**
 - > Webchat - <https://www.cas.org.uk/helptoclaim>
 - > Face to face - <https://www.cas.org.uk/bureaux>
 - > Digital support and assistance
<https://www.citizensadvice.org.uk/scotland/benefits/universal-credit/>
- > Excludes managed migration and claimants who are already receiving UC



Accessing the service

Job Centres



Local Authorities



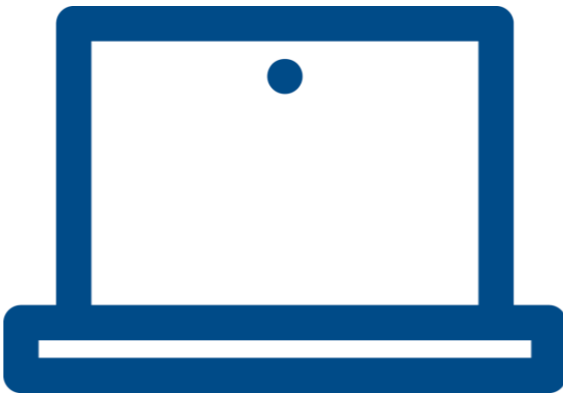
Self-referral



Support Agencies



Step 1: Multi-channel access



Step 2: individual needs assessment



Step 3: support to start a claim



Check entitlement



Set up email or accounts



Work through to-dos



Access phone or home visit support



Step 4: Completing a claim

Depending on their level of need this might include help to:



Verify their identity



Access adaptations and easements



Provide additional evidence



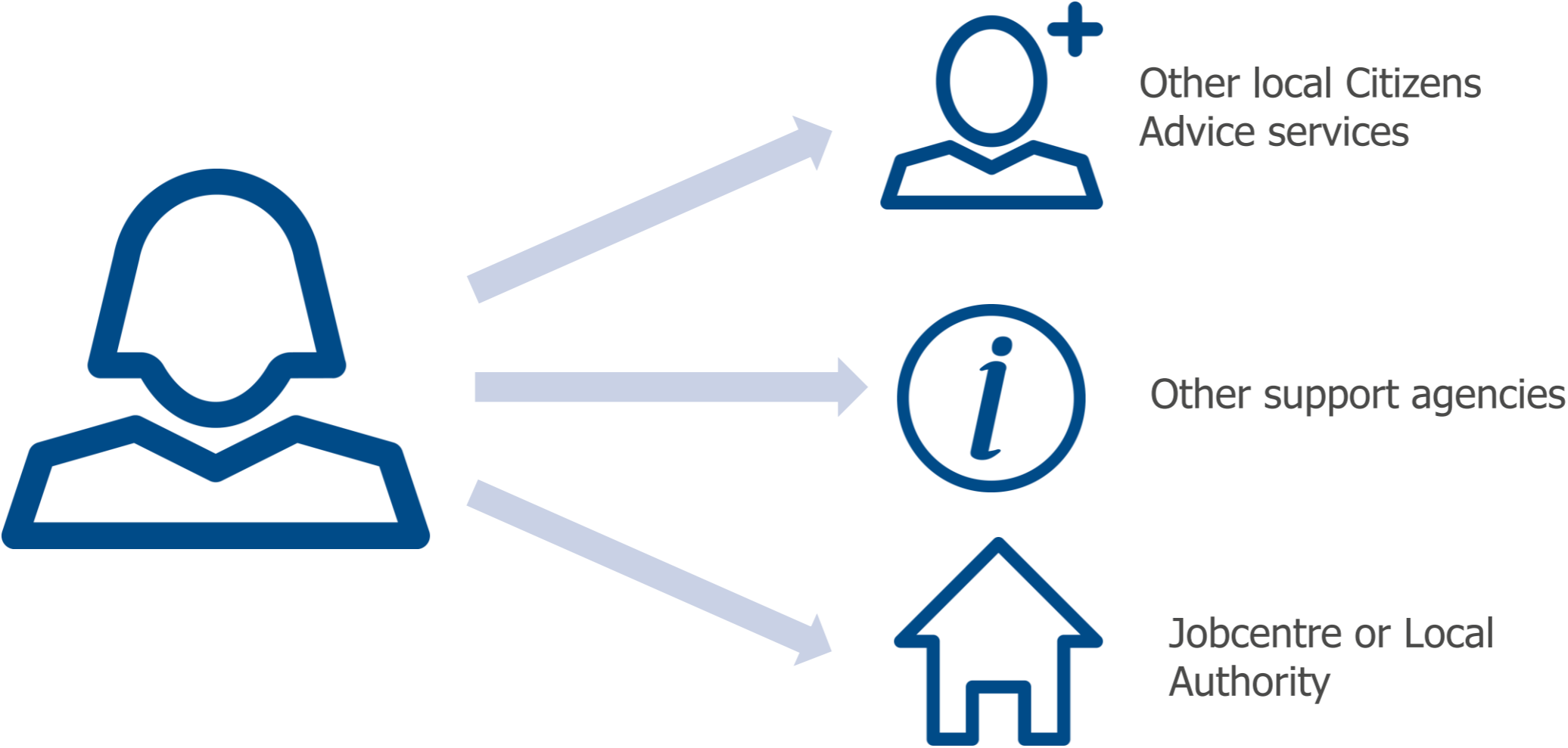
Apply for additional financial support



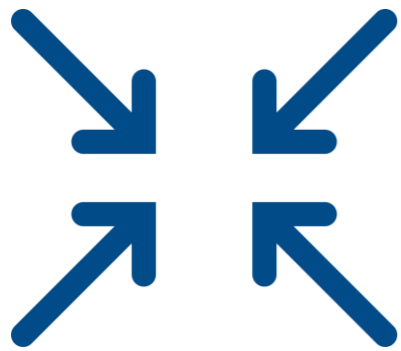
Understand monthly payments



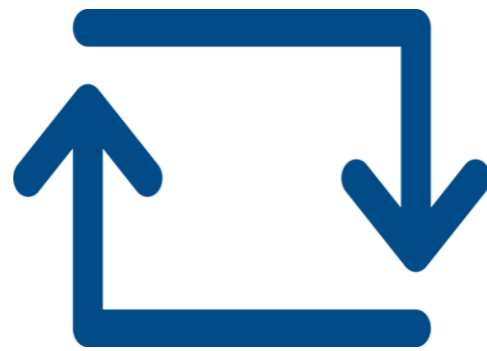
Step 5: Access to longer term support



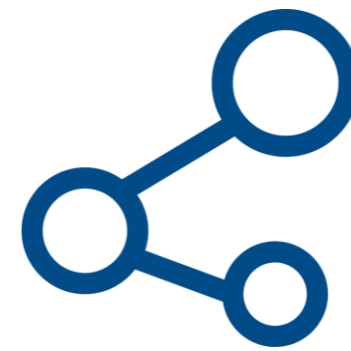
Working with partners



No wrong door referrals



Ensuring a smooth client journey



Sharing best practice



Lessons learnt so far

- > 2900 clients assisted since 1 April 2019
- > Multi channel access is popular especially telephony but webchat usage could be improved
- > Initial indications show that multi channel access is reaching a younger demographic
- > Full support provided over the phone to submit a claim
- > Co-location is working well



Any Questions?

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