



# Help to Claim

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# Aims

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- > Background
- > Overview of the service and scope
- > Accessing the service
- > Signposting and referrals
- > Latest Updates



# The Citizens Advice Service in Scotland

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- > Network of 59 independent Citizens Advice Bureaux
- > Advice delivered by volunteers and paid staff
- > All advisers are based in local bureau, with different capacity to deliver advice



# Citizens Advice Service

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- > We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities
- > We offer holistic issue diagnosis and every client's situation is assessed as a whole
- > Strong track record of solving problems:
  - > Supported over 171,000 individuals in Scotland in the year of 2020-2021
  - > In the last year we have supported clients to obtain financial gain of almost £147 million



# Help to Claim Service

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- > Help to Claim service is delivered by 25 Citizens Advice Bureau via a national helpline and freephone number
- > Aims to support clients in the initial stages of UC claim through to the 1<sup>st</sup> full and correct payment
- > Evidence and experience through helping with Universal Credit issues
- > Universal Credit cases represented 23% of all benefits issues in 2019-20



# Accessing the service

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Job Centres



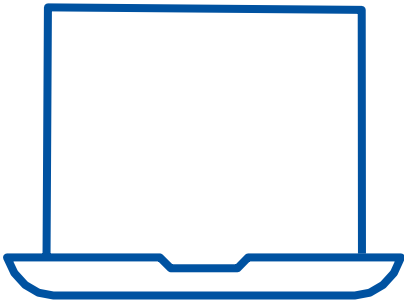
Local Authorities



Self-referral

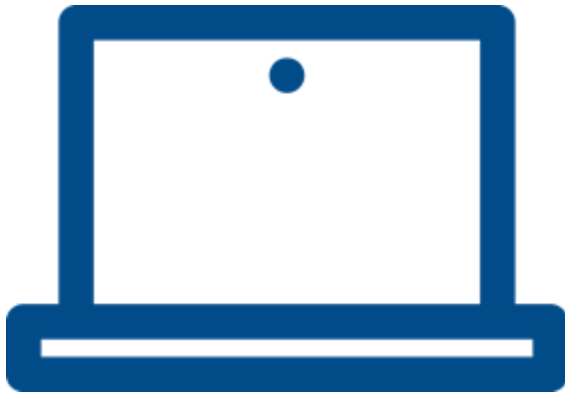


Support Agencies



# Step 1: Digital access

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# Step 2: individual needs assessment

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# Step 3: support to start a claim

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Check entitlement



Set up email or accounts



Work through to-dos



Access phone or home visit support



# Step 4: Completing a claim

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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

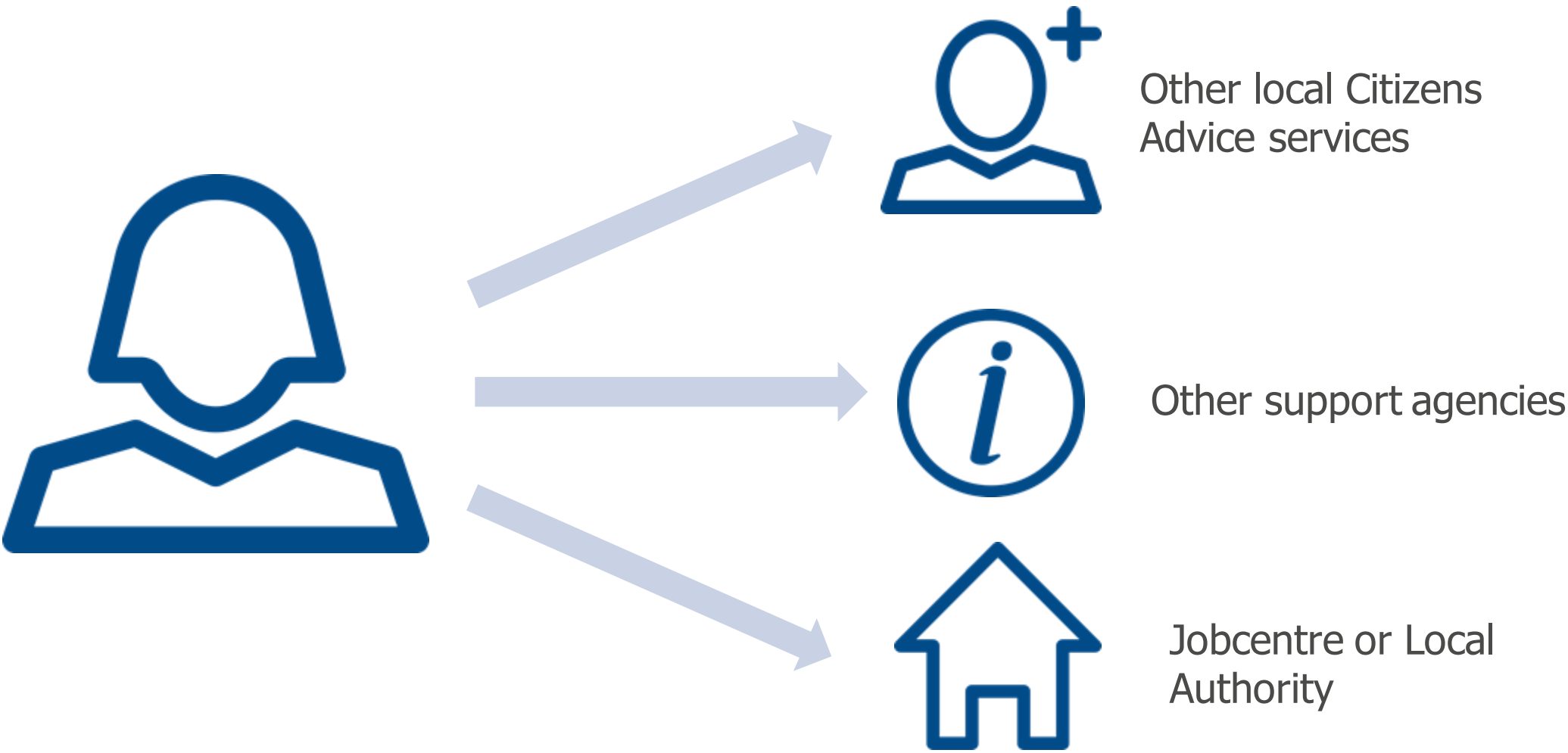


Understand monthly payments



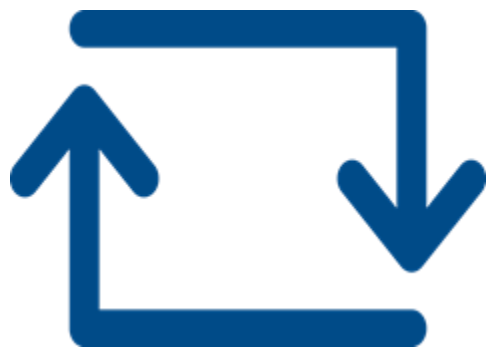
# Step 5: Access to longer term support

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# Working with partners

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Ensuring a smooth  
client journey



Sharing best  
practice



# Help to Claim: Case Study

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Adam, 46, is unemployed and has been diagnosed with compartment syndrome, chronic anxiety and depression. He is also deaf in one ear and uses walking sticks to aid his mobility and stability. He currently receives some benefits with Severe Disability Premium as well as being in the Support Group.

After his father was moved to supported accommodation, Adam was worried that he would be unable to keep up rent payments. He is digitally excluded, and he lacks confidence to find his way around in the digital world on his own. He got in touch with HTC through the helpline in the hope he would find support.

The HTC advisor ran a benefit check to determine his entitlement to UC. It was found that he was entitled to the transitional element, standard allowance, housing element and limited capability for work – LCWRA. He was also advised of his entitlement to a full CTR.

Adam was supported and guided throughout his applications. He was phoned regularly and HTC assisted him by providing information and support. This process would not have been possible without the intervention of HTC. His health was deteriorating due to the stress being caused by the anticipation of events and he was really thankful for all the help and frequent follow up calls he received from HTC.

The logo for Citizens Advice Scotland, featuring the text "citizens advice scotland" in a bold, yellow, sans-serif font, stacked vertically within a blue circular background. A vertical yellow line is positioned to the left of the text.

**citizens  
advice  
scotland**

# Referring or Signposting

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- **Signpost** – Make a client aware of Help to Claim freephone number or webchat service and provide them with tools to access support themselves
  - **Referral** – Your client needs additional support with making appointments and with their consent you contact the Help to Claim helpline with their information and ask us to contact your client.

Signposting	Referral
Client needs to contact Citizens Advice for additional support	Client will be contacted by Citizens Advice and offered additional support
Client willing and able to self serve	Client requires additional support



# Get help applying for Universal Credit

**Help to Claim** is a dedicated service from Citizens Advice.

It's free, independent and confidential.

Call us for free: **0800 023 2581** (Scotland)  
8am-6pm, Monday to Friday.

Chat to an adviser online at **[cas.org.uk/helptoclaim](https://cas.org.uk/helptoclaim)**  
(available 8am-6pm, Monday to Friday)



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# Any Questions?

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