

# What is the Help to Claim Service?

Help to claim is a new service delivered by Citizens Advice and Citizens Advice Scotland.

Help to Claim offers claimants the tailored and practical support they need to make their Universal Credit claim and up to their first full correct payment, using the most appropriate channels. It is a voluntary service.

It will be available from the 1 April 2019 online, over the phone and face to face through local Citizens Advice services.



**STEP 1**

## Multi-channel 'no wrong door' access

The Citizens Advice and Citizens Advice Scotland Help to Claim service will be available face-to-face, over the phone and online through web chat and online content, allowing claimants to access support in the way that's right for them. They can self refer, be sign-posted or referred by DWP or other support agencies.



**STEP 2**

## Help to Claim check

Citizens Advice and Citizens Advice Scotland will check that Universal Credit is the right benefit for the claimant, based on their current circumstances.



**STEP 3**

## Individual needs assessment

Every claimant who presents to the Help to Claim service will receive an individual needs assessment to make sure they can access the right level of support in the way that's right for them. Those who can support themselves with some reassurance are helped to do so. More intense support will be offered to those who need it most.



**STEP 4**

## Support to start a Universal Credit claim

Depending on a claimant's level of need this might include help to:

- Set up an email address or a Universal Credit account
- Work through claim to-dos
- Access Universal Credit phone claim service or DWP home visit support



**STEP 5**

## Completing a claim and getting ready for first payment

Depending on a claimant's level of need this might include help to:

- Verify their identity and provide additional evidence
- Prepare for the practicalities of their first monthly payment
- Access adaptations such as direct payments to landlords and conditionality easements
- Apply for additional financial support

[Click here to find out what it means for you](#) ►

# What does it mean for me?



## I need help to start my claim

### This could include:

- setting up an email account,
- opening a bank account,
- understanding the journal and to dos

## I need help to complete my claim

### This could include:

- verifying identity,
- providing additional evidence,
- understanding monthly payments,
- applying for adaptations, easements and additional financial support



## Job Role

ACTION

**Consider if the claimant can self-serve or what they can do with support from others, and advise accordingly.**

Where you find help is still needed, use the complex needs toolkit to **signpost** to Citizens Advice / Citizens Advice Scotland.

\*Where Help to Claim support is delivered from the Jobcentre, a warm handover should be used instead of signposting.

\*If you think the claimant needs urgent help, this could still be provided by DWP.



Service Delivery



Case Manager



Work Coach



Telephony Agent



Other Supporting Job roles

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