

Welfare Rights Team

Family Voice Let's Talk About Benefits.

'Information and advice is fundamental to enabling people, carers and families to take control of, and make well-informed choices about, their care and support and how they fund it. Not only does information and advice help to promote people's wellbeing by increasing their ability to exercise choice and control, it is also a vital component of preventing or delaying people's need for care and support.' (Chapter 3 Information and Advice, Care and Support Statutory Guidance, Care Act 2014)



Norfolk
County Council

Who is the Welfare Rights Team?

- The Welfare Rights started in 2007 and is part of Finance Exchequer Services and have had dedicated WROs for Childrens Services since November 2020.
- The WRU is part of Norfolk County Council Commitment to provide advice, information and support for Norfolk residents.
- We are based at home and currently have not done any home visits since 17 March 2020.
- Welfare Rights Manager Greg Lonergan 01603 222285
- Welfare Rights Officers working with Adults
Julie Hale – Charlotte Barrett – Jackie Starkey
- WRO working with Life Beyond Care James Gibson
- WRO for Children’s Services Kim Browes – Gillian Kemp
- WRO for Cystic Fibrosis – Chris Willies

Team no: 01603 224447 Email: welfarerights@norfolk.gov.uk

How the Welfare Rights Team Help?

- Provide accurate advice and information on benefits
- Remove need for practitioners to take on benefit work
- The WRU will work with the clients/representatives/practitioners to apply for/maintain state benefits, or challenge inappropriate decisions through Mandatory Reconsiderations/Appeals
- This may involve:
 - completing claim forms/telephone claims and review forms; and/or
 - collating information from medical professionals; and/or
 - providing guidance on how to deal with benefit issues; and/or
 - writing letters on behalf of clients; and/or
 - representing clients at tribunals
- We have access to DWP system and can see live benefit awards

Welfare Rights Unit and Key Priorities.

- Timely completion of benefit advice and representation.
- Stick with all Norfolk Clients until all benefit issues resolved.
- Maximise Income For Clients
- Customer Service Excellence with informed and expert advice provided.
- Operational staff supported to ensure their client's financial wellbeing.

Universal Credit.

Universal Credit is a payment to help with your living costs. It's paid monthly - You may be able to get it if you're on a low income, out of work or you cannot work.

UC replaces 6 Legacy Benefit:

- Income Support,
- Income Related ESA,
- Income Related JSA,
- Housing Benefit,
- Working Tax Credits and Child Tax Credits.

These benefits are still in payment and will only change if there is a change in circumstances, such as moving house or your partner moves out or a new one moves in.

The Government at the time of UC introduction said no one should be worse off under UC.

Universal Credit

UC is paid monthly.

Single and under 25	£344.00
Single and 25 or over	£411.51

In a couple and you're both under 25	£490.60
In a couple and either of you are 25 or over	£596.58

You might be able to get extra payments if you:

- look after one or more children: **£282.50** (born before 6 April 2017 oldest child) **£237.08** (born on or after 6 April 2017 or children with older sibling)
- If you have a disabled or severely disabled child **£128.89** paid if they are getting a component of DLA/PIP or **£402.41** if high rate DLA care is in payment or PIP enhanced rate daily living.
- If you need help with childcare costs up to 85% of your costs (up to **£646.35** for one child and **£1,108.04** for 2 or more children)
- need help with housing costs depends on social housing rent and local housing allowance.
- are disabled or have a health condition and not able to work limited capability for work and work-related activity you will receive **£343.63**. or limited capability for work and you started your health-related Universal Credit or Employment and Support Allowance (ESA) claim before 3 April 2017 **£128.89**.
- are a carer for a disabled person If you provide care for at least 35 hours a week for a severely disabled person who receives a disability-related benefit **£163.73**.

You cannot get a health element at the same time as a Carer Element.

Carer Element

Substantial caring responsibilities. This means that the person meets the entitlement conditions for carer's allowance including caring for at least 35 hours a week but not the earning amounts.

Claiming Carers Allowance can automatically allow the claim carer element to be paid. Carers allowance amount **£67.60** will be reduced from UC.

You will receive **£163.73** per month.

It also includes a person who would be entitled to carer's allowance but their earnings are too high. There is no requirement to actually claim carer's allowance.

Only 1 carer element is allowed per claimant and in joint claims two carer elements can be included providing both claimants are not caring for the same disabled person.

If both claimants care for the same person, then they can decide who gets the carer element.

You cannot get a carers and health element at the same time.

WARNING Claiming the Carer Element could mean the person you care for loses their Severe Disability Premium.

Carers Allowance

Carers Allowance online www.gov.uk/carers-allowance/how-to-claim or by sending in a Claim Form tel: 0800 731 0297

Carers Allowance can be backdated up to 3 months and is £67.60 per week, this can be extended depending on qualifying benefit award.

The person you care for must already get one of these benefits:

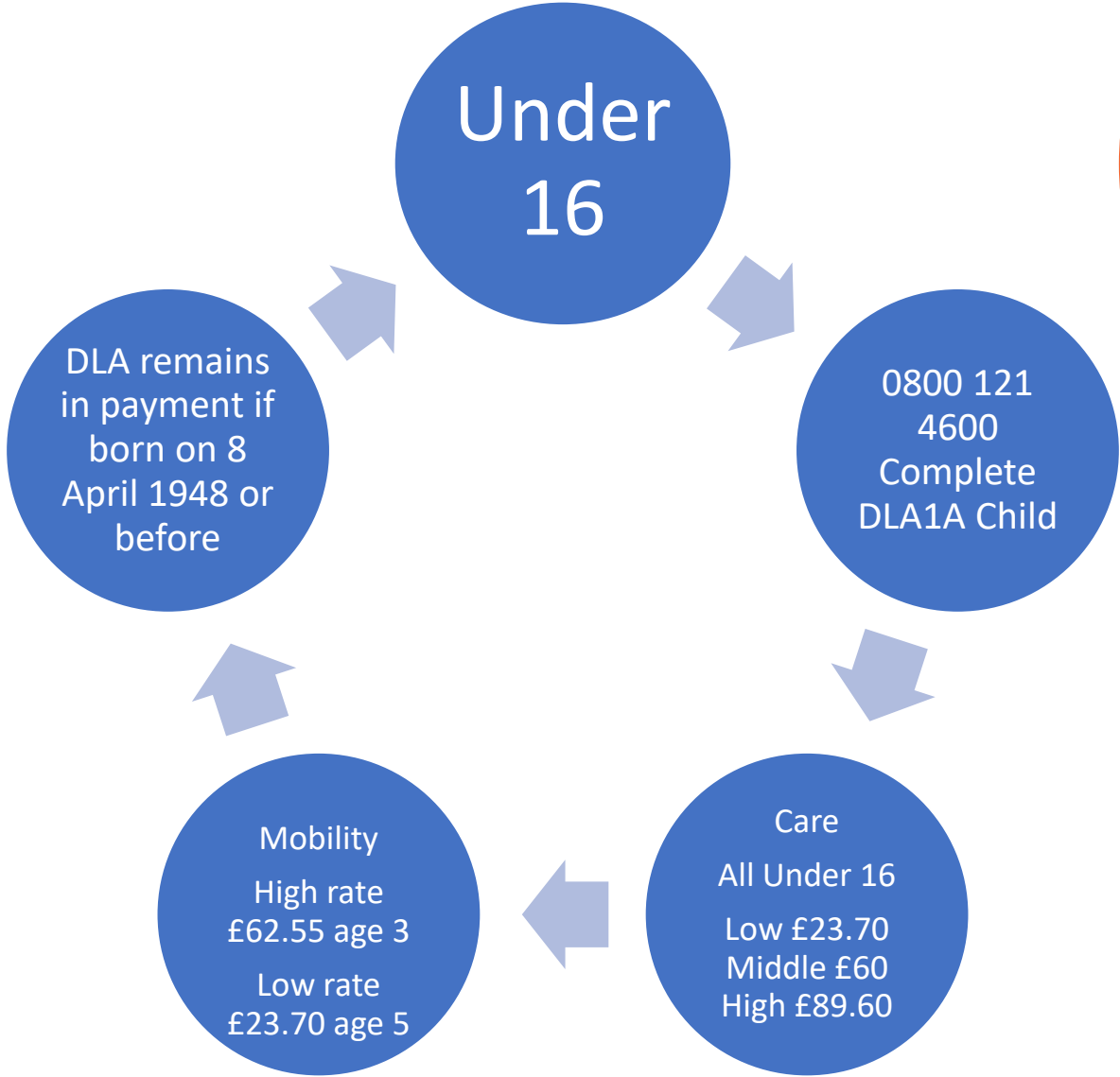
- Personal Independence Payment - daily living component
- Disability Living Allowance - the middle or highest care rate
- Attendance Allowance

You need to spend at least 35 hours a week caring for someone. This can include:

- helping with washing and cooking
- taking the person you care for to a doctor's appointment
- helping with household tasks, like managing bills and shopping

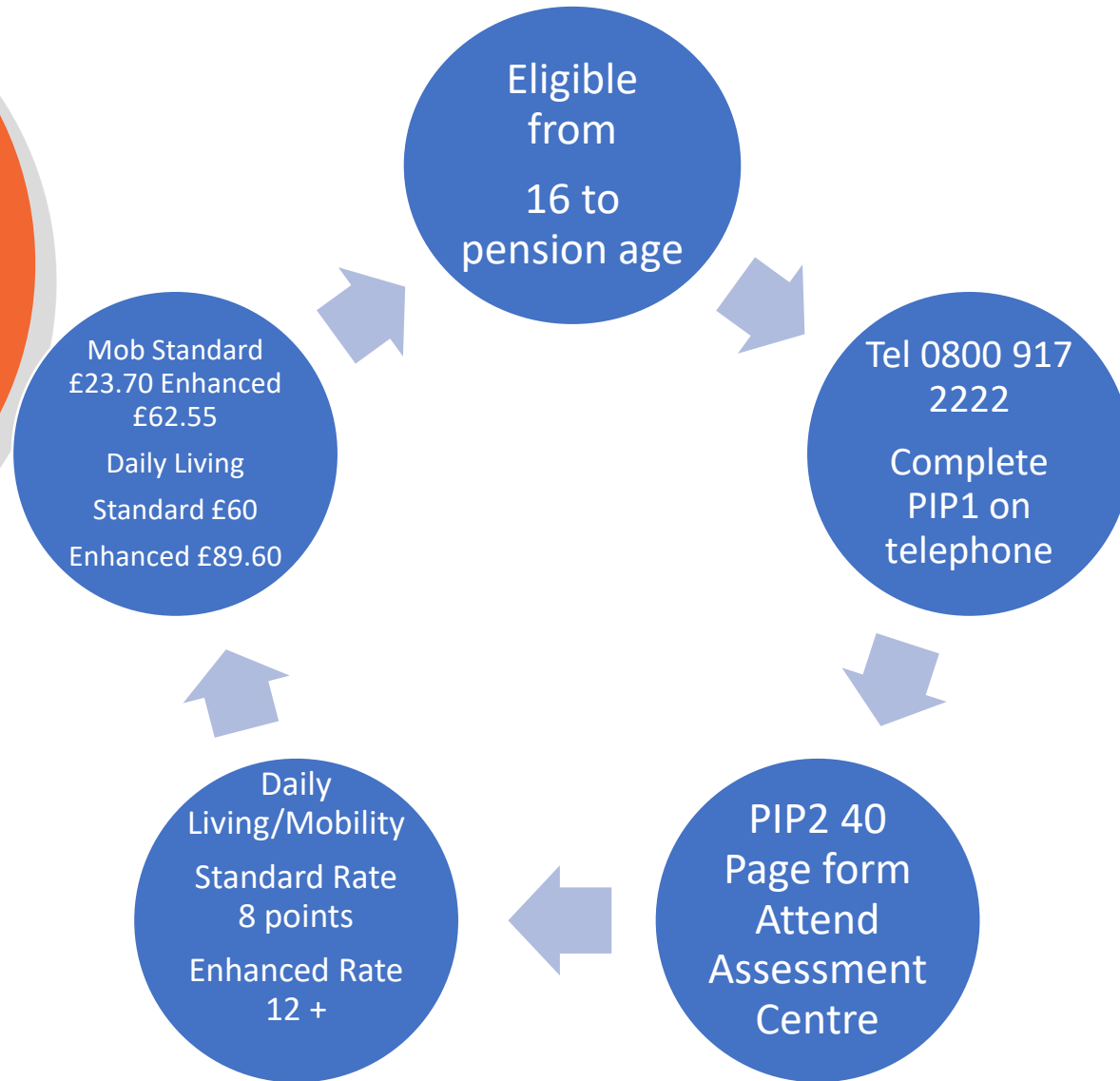
Earn less than £128 per week.

Disability Living Allowance





Personal Independence Payments



Useful Information.

- Contact telephone number for Income Support Jobseekers Allowance Employment & Support Allowance 0800 169 0310
- Carer's Allowance Helpline 0800 731 0297
- DLA Helpline 0800 121 4600
- PIP Claim 0800 917 2222
- PIP Helpline 0800 121 4433
- DWP UC telephone number 0800 328 5644
- Citizen Advice Help to Claim Line UC 0800 144 8 444 from initial claim to first payment.

