

Norfolk County Council Welfare Rights Team

Providing Information, advice and  
representation.

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## *FAMILY VOICE Conference 2023*

# We will look at:

- Universal Credits
- Disability Benefits
- Referrals
- Useful Organisations
- **OPEN THE FLOOR FOR QUESTIONS?**

# How to Make a Claim

Claims for UC are done online [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)

Via Telephone **0800 328 5644**

**Citizens Advice Help to Claim 0800 1448 444**

Citizens Advice provide assistance with:

- creating an email address
- setting up a bank or credit union account
- establishing rent and landlord details
- setting up a Universal Credit account
- making the actual application for Universal Credit

It is estimated it takes 30 to 45 minutes to apply online and between 40 to 60 minutes by telephone.

**At claim stage ask for an advance payment. Must be paid back over 24 months.**

Once the claim is made it is managed via your online account. All the information is provided online including copies of documents needed to continue the claim. This can be done via telephone and letter depending on the claimants needs.

**The complex needs teams at Jobcentres are helpful in managing and maintaining claims.**

# Cannot Make a Claim

Not able to make claim even with support

**APPOINTEE** - a person to act on their behalf because they lack mental capacity and are unable to manage their own financial affairs due to a cognitive impairment, learning disability, mental health condition or brain injury.

To be an appointee a BF56 needs to be completed. Usually a visit would have been made to approve the person being appointee. Currently this would be done via telephone.

If claiming as an appointee try and start the claim process as soon as possible even before becoming appointee. It can take 6 to 8 weeks to be made an appointee. UC would not be backdate to the date of request to be appointee.

# How much UC do you get paid?

UC is paid monthly.

Single and under 25

**£292.11**

Single and 25 or over

**£368.74**

In a couple and you're both under 25

**£458.51** (for you both)

In a couple and either of you are 25 or over

**£578.82** (for you both)

UC is then made up extra elements depending on a persons circumstances:

They get extra money for children, housing costs, health conditions and caring responsibilities.

The extra elements can be missing in payments so it always worth double checking awards. A persons online journal shows the breakdown of payments and can also be seen on Searchlight DWP system.

# Payments For Children

Universal Credit will pay an additional amount for all children born before 6 April 2017 and born after UC will only pay for two children.

Look after one or more children: **£290** (Eldest/only child born before 6 April 2017)  
subsequent children **£269.58** (born on or after 6 April 2017 only low rate paid)

**Special Circumstances** when UC will pay for more children born on/after 6 April 2017.

If you have a disabled or severely disabled child **£146.31** paid if they are getting any component of DLA/PIP

**£456.89** if **high rate** DLA care is in payment or PIP **enhanced rate** daily living.

**You cannot get money for children who you foster but you still claim UC.**

# Cannot Work Due to Illness or Disability

When claiming UC you be asked if you cannot work because of illness or disability.

- **Statement of Fitness for Work** evidence from GP you cannot work. Should be provided for first 3 months, however due to DWP delays can go for a number of months.
- **UC50** should be sent out after 3 months. (This takes a lot longer) Paid at standard rates depending on circumstances.
- **Work Capability Assessment (WCA)** Centre for Health and Disability Assessments (Maximus) carry out WCA. **0800 2888 777**.

The Centre for Health and Disability Assessments sends a report of the assessment to Universal Credit. A Decision Maker will use that report, along with any other relevant evidence, to decide if you:

- fit for work
- have limited capability for work (LCW) claim before 3 April 2017 **£146.31**.
- have limited capability for work and work related activity (LCWRA) **£390.06**

**Disabled students** cannot get UC unless they have a limited capability for work. They also need to be getting Personal Independence Payments to have an award. Speak to Welfare Rights Team.

# Universal Credit Housing & Carers

## Housing costs:

**Private Landlord** are decided under the Local Housing Allowance rule. This is where the decision is based on local rents. The rates vary across Norfolk.

	Shared Housing	One Bedroom	Two Bedroom	Three Bedroom	Four Bedroom
Central Norfolk & Norwich	£359	£493.65	£598.35	£708.05	£947.40
Great Yarmouth	£353.15	£398.65	£503.62	£548.50	£723
Thetford	£359	£523.55	£648.22	£797.81	£1196.70
Kings Lynn & West Norfolk	£284.20	£448.76	£573.43	£673.14	£847.68

Share Accommodation Rate is for Under 35s. Exceptions do apply:

**Care leavers under 25** – lived in a hostel for **3 months aged 16 to 35** – you get a relevant disability benefit

**Social Housing** usually all the rent should be paid in social housing. Rent will only be reduced if you have too many bedrooms:

**14%** if you have 1 spare bedroom

**25%** if you have 2 or more spare bedrooms

**Caring responsibilities:** caring for at least 35 hours a week **£168.81** per month.

The person cared for must be getting DLA middle or high rate care, PIP Standard or Enhanced Daily Living or AA.

The extra elements can be missing in payments so it's always worth double-checking awards. A person's online journal shows the breakdown of payments.



# No Help From UC Housing Costs

**Housing Benefit** is only paid when you are pension age, live in Specified Accommodation (Support Living, Homeless Hostel, Domestic Violence Refuge)

## **Council Tax Reduction**

Claims for CTR made via local district councils. Each district Council has their own Council Tax Reduction scheme and rules. A common mistake is people think a claim for UC includes CTR, it doesn't!

**Discretionary Housing Payments (DHPS)** can be claimed to help top up rents/council tax when benefits are not enough.

Non dependent Deductions. Non-dependants are often people like grown-up sons and daughters or elderly relatives. £75.15 a month.

## **Hospital Stays**

**After 6 months** in hospital payments for Housing Costs should stop. The 6 months period can start again if the claimant goes home for at least 24 hours, even if they go straight back to hospital.

# CAPITAL AMOUNTS

## Pension credit

Allowed **£10,000** before affecting benefits:

There is **no maximum** amount which stops an award.

Tariff (amount reduced from benefits) of **£1** for every **£500** (or part of) over **£10,000**

## ESA or Income Support

Allowed (In the Community) **£6,000**

Allowed (In Residential Care) **£10,000**

Stops if when you have **£16,000**

Tariff of **£1** for every **£250** (or part of) between £6k and £16k.

## Universal Credit

Allowed (In the Community) **£6,000**

Allowed (In Residential Care) **£10,000**

No UC if over **£16,000**

Tarif **£4.35** per month per **£250** or part of between **£6k** to **£16k**.

## Questions

Does the child have care and mobility needs?

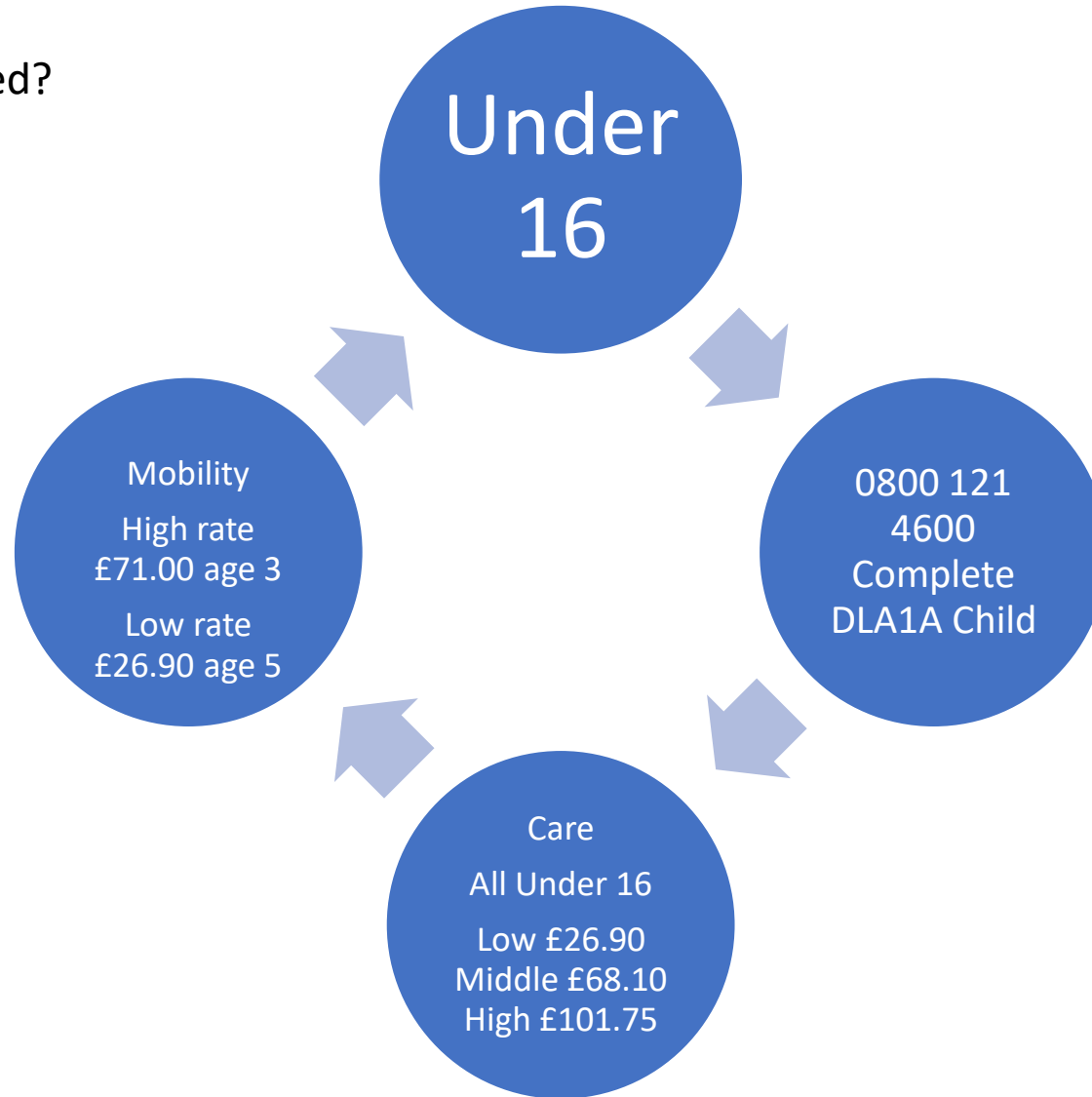
Do those exceed those of a child of the same age?

Do they have night-time needs?

Are the needs reasonably required?

Change of circumstances tel:

**0800 121 4600**



# DLA Eligibility

Disability Living Allowance (DLA) for children may help with the extra costs of looking after a child who: is under 16 has difficulties walking or needs much more looking after than a child of the same age who does not have a disability

They will need to meet all the eligibility requirements.

- be under 16
- have care needs or have walking difficulties
- be in Great Britain, a European Economic Area (EEA) country or Switzerland when you claim - there are some exceptions, such as family members of the Armed Forces
- have lived in Great Britain for 2 of the last 3 years, if over 3 years old
- be habitually resident in the UK
- not be subject to immigration control

## Children under 3

A child under 6 months must have lived in Great Britain for at least 13 weeks.

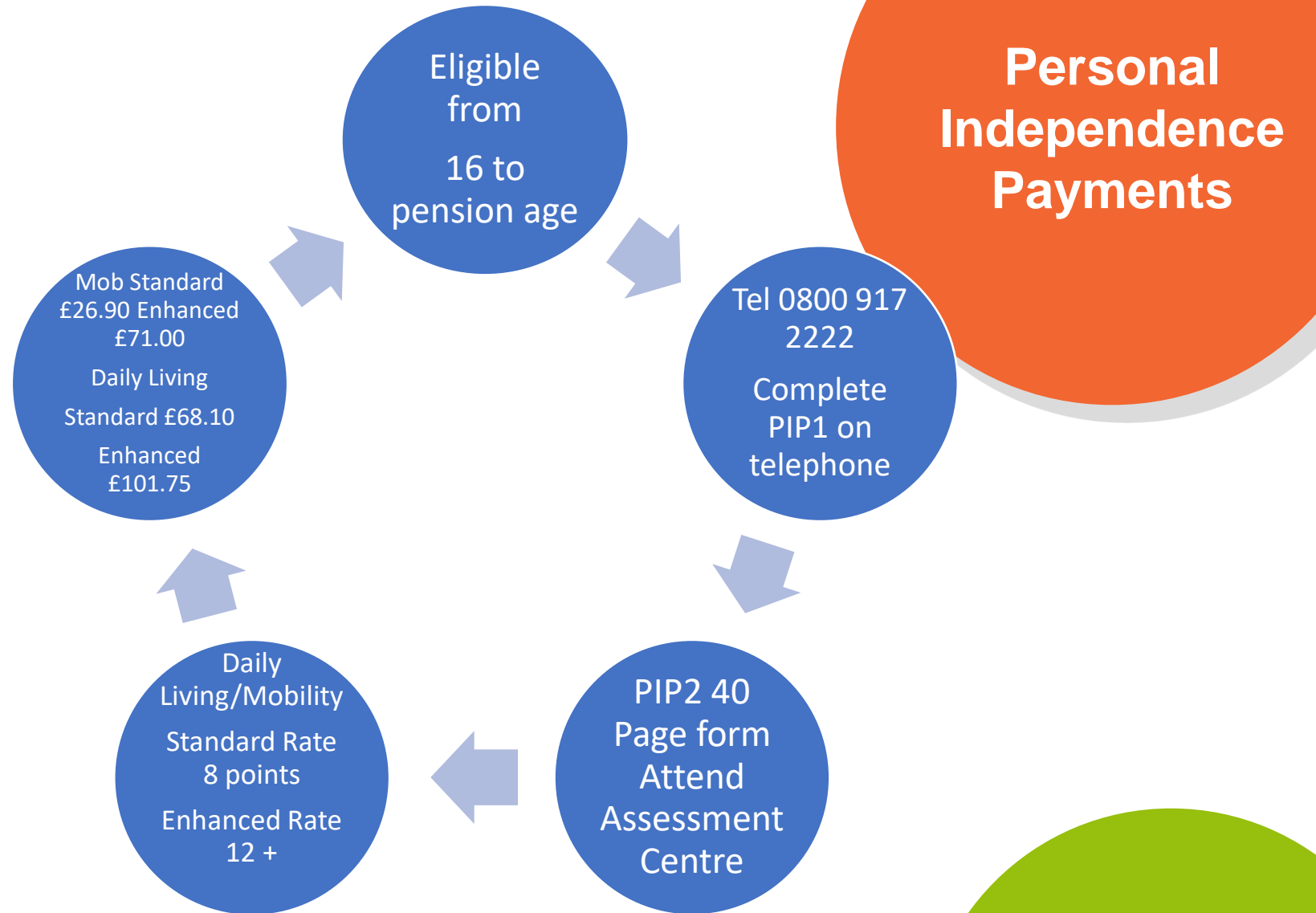
A child aged between 6 months and 3 years must have lived in Great Britain for at least 26 of the last 156 weeks.

They must have had these difficulties for at least **3 months** and expect them to last for at least **6 months**. If they're terminally ill (that is, not expected to live more than 6 months), they do not need to have had these difficulties for 3 months.

If the child is terminally ill, no more than 6 months to live, can ask for a DS1500 from their doctor. This will stop the need to complete the whole application pack for DLA, the mobility element may need to be completed

Questions:

- Are there care and mobility difficulties?
- Do they need help reading, budgeting, mixing with others?
- Can they go out alone, can they go familiar routes?
- How far can they walk before discomfort/pain/stopping.
- Can they reliably do everyday tasks and go out?
- Can you provide supporting evidence? If not can anyone else?
- Change of circumstances tel: **0800 121 4433**



# PIP Activities

## Ten daily living activity headings

- Preparing food
- Taking nutrition
- Managing therapy or monitoring a health condition
- Washing and bathing
- Managing toilet needs or incontinence
- Dressing and undressing
- Communicating verbally
- Reading and understanding signs, symbols and words
- Engaging with other people face to face
- Making budgeting decisions

## Two mobility activity headings

- Planning and following journeys
- Moving around

# Carers Allowance

You can claim Carers Allowance online [www.gov.uk/carers-allowance/how-to-claim](http://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 £76.75 per week.

If you have a client on UC they can get a Carer Element £185.86 pcm.

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 £132 per week.

# The Welfare Rights Team

- The WRU is part of Norfolk County Council Commitment to provide advice, information and support for Norfolk residents.
- 01603 224447 [welfarerights@norfolk.gov.uk](mailto:welfarerights@norfolk.gov.uk)



# OTHER ORGANISATIONS!

## Your Norfolk Advice Network Helpline

Connecting you with information, advice, representation & support from NCAN Members



New triage service  
launching 4th April 2022

 0333 996 8333

 [helpline@ncan.co.uk](mailto:helpline@ncan.co.uk)

 [www.ncan.co.uk](http://www.ncan.co.uk)

Open 8am to 6pm Mon-Fri.

NCAN has numerous organisations who can take referrals, including Age UK and Citizens Advice. [Directory of Advice and Support Organisations - Norfolk Community Advice Network \(ncan.co.uk\)](https://www.ncan.co.uk/directory)

# Useful Information

- [Norfolk Assistance Scheme \(NAS\) - Norfolk County Council](#) You can get financial support and furniture items for clients.
- [Contact us about applying for Universal Credit - Citizens Advice](#) Will help people claim Universal Credit from initial claim to first payment.
- [Age UK Norfolk - Making Norfolk A Great Place To Grow Older](#) Can offer support to over 50s on a number of issues.
- [Norfolk Citizens Advice \(ncab.org.uk\)](#) Can assist with a number of issues including debt and benefits.
- [Citizens Advice Diss, Thetford & District \(cadat.org.uk\)](#) Can assist with a number of issues including debt and benefits. In Diss and Thetford areas.
- [Benefits Advice and Review Team | Benefits Advice and Review Team | Borough Council of King's Lynn & West Norfolk \(west-norfolk.gov.uk\)](#) Can help with claiming Housing Benefit/Council Tax Support, AA and DLA for Children.
- [Home | Advice and support \(north-norfolk.gov.uk\)](#) Has links to numerous organisations to offer assistance on numerous subjects.

