

# Universal Credit Help to Claim

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# Universal Credit and Help to Claim in Lancashire

## About Citizens Advice

Citizens Advice gives people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

We're a network of 280 local Citizens Advice across England and Wales, with 8 of these in the Lancashire Jobcentre district. Full service Universal Credit was rolled out in Lancashire by December 2018.

## Help to Claim Service Overview

National service supporting people to make a Universal Credit claim - from initial claim to first full payment.

### Step 1: Multi-channel access



### Step 2: Help to Claim check

We'll check that Universal Credit is the right benefit for the client to claim

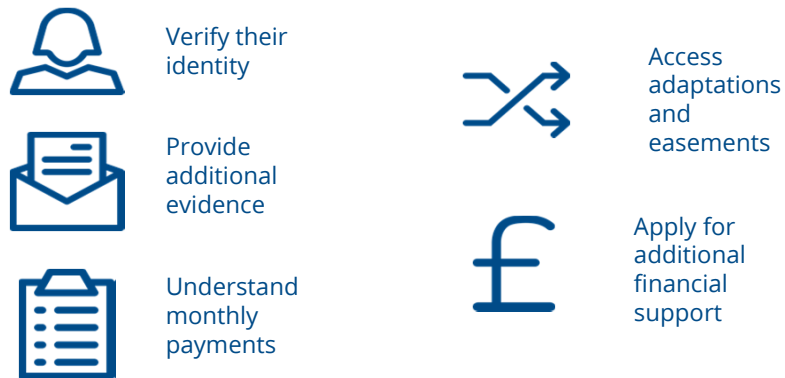
### Step 3: Individual needs assessment

We'll assess everyone's individual needs at the first point of contact to gauge the level of support they need

### Step 4: Support to start a claim

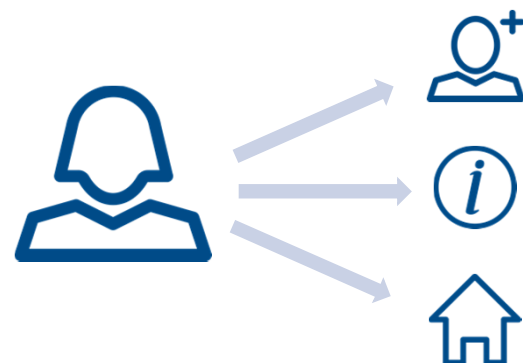
- Check entitlement
- Set up email or accounts
- Work through to-dos
- Access phone or home visit support

### Step 5: Completing a claim



### Step 6: Access to longer term or additional Support

- Debt
- Housing
- Other benefits

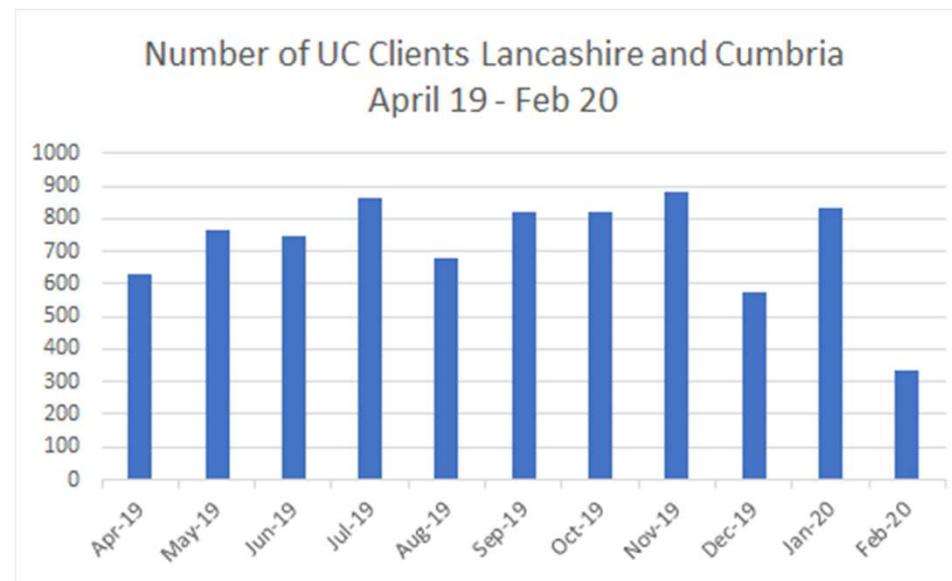


## Citizens Advice client numbers 1st April 2019 - 11th of February 2020

### 3. Universal Credit

Since the 1st of April 2010 local Citizens Advice advised **6954 clients** living in Lancashire with **23816** issues relating to **Universal Credit**.

**Chart showing trends in the number of clients we have advised on Universal Credit in Lancashire since 1 April 2019**



### 4. Help to Claim

Of these we advised **4537 clients** were helped with **17534 issues** relating to Universal Credit through via our **Help to Claim** service.

Total number of **new claimants** in  
Lancashire = **39224**

**18%** of all new claimants in Lancashire were  
advised by **Citizens Advice**

We advised **Help to Claim clients** via the following **channels**:



## 5. Referral routes:

**Help to Claim** clients came to us via the following **referral routes/signposting**:

- Self-referral
- Jobcentre Plus
- Citizens Advice Universal Credit Helpline
- Local Authority
- Other support agencies

## 6. Demographics of Universal Credit claimants

### Demographics of clients advised on Universal Credit in Lancashire



50% of clients advised on Universal Credit were **male**

49% of clients advised were **female**

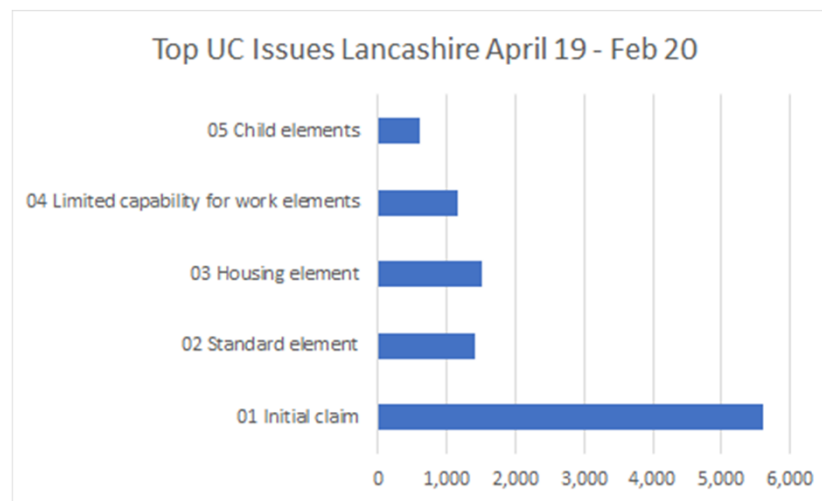


6% of clients advised on Universal Credit were **disabled**

55% of clients advised had a **long term health condition**

## 7. Top 5 Universal Credit issues in Lancashire

Chart showing the top 5 most common issues relating to Universal Credit experienced by clients in Lancashire.



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## 8. Other Issues for Universal Credit Clients

**58%** of clients advised on **Universal Credit** were also advised on **other issues** relating to:

**40%** of them were also advised on other **welfare benefit issues**

**15%** were helped/advised with **debt issues**

**9%** needed help with **food banks and/or other charitable support**

**7%** needed help with **housing issues**

**6%** needed help with **employment advice**

## 9. Areas of Concern within Lancashire:

- Digital support
- Habitual Residence Test (HRT)
- Refugees making a UC claim
- Complex Needs for UC claimants
- Advance Payments
- ID Verification

## 10. Best Practice - Areas of Research:

- Digital Inclusion
- Conditionality
- Complex Needs

## Thank you & Any Questions

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