

APPLYING FOR BENEFITS?

WHAT PROCESS DO YOU FOLLOW TO CLAIM?

INCOME SUPPORT:

To claim Income Support:

- **Telephone** – you can claim via telephone/textphone. An advisor will go through the application form with you and fill it in whilst you are speaking to them. Lines are open Monday to Friday 8:00am to 6:00pm.
 - a. **Telephone:** 0800 055 6688
 - b. **Textphone:** 0800 023 4888You will need to provide your national insurance number, bank details, rent details, employer details and savings details over the phone. Have this information ready before you phone.
- If undertaking non-advanced education: you must be undertaking at least 12 hours of non-advanced education per week. You will need to show proof of **education, i.e. a letter from college***

JOBSEEKERS ALLOWANCE:

There are two ways you can claim Jobseekers Allowance:

1. **Online** – go to <http://www.gov.uk> and search for 'Jobseekers Allowance'. Once on the information page scroll down to 'How to claim'. Here you will find a link to claim online.
2. **Telephone** – phone Jobcentre Plus Monday to Friday between 8:00am and 6:00pm. **(ONLY IN SPECIFIC CASES)**
 - a. **Telephone:** 0800 055 6688
 - b. **Textphone:** 0800 023 4888

You will need to provide your national insurance number, bank details, rent details, employer details and savings details over the phone. Have this information ready before you phone.

EMPLOYMENT AND SUPPORT ALLOWANCE:

To claim Employment and Support Allowance:

1. **Telephone** – you can claim via telephone/textphone. A DWP officer will go through the application form with you and fill it in whilst you are speaking to them. Lines are open Monday to Friday 8:00am to 6:00pm.
 - a. **Telephone:** 0800 055 6688
 - b. **Textphone:** 0800 023 4888You will need to provide national insurance number, bank details, rent details, employer details and savings details over the phone.
2. **Download a claim form** – <https://www.gov.uk/employment-support-allowance> will provide a link to download a form which will need to be completed and returned to Jobcentre Plus.
 - A medical certificate (**called a 'Fit-Note'**)* from a doctor is also needed.

DISABILITY LIVING ALLOWANCE (FOR CHILDREN)

There are three ways to claim Disability Living Allowance:

Claiming Benefits – Claim Process

- 1. Call the DLA Helpline** – to request a claim pack. The date you request a claim form will be the date the claim can be paid from if returned within 6 weeks. You can call Monday to Friday between 8:00am and 6:00pm.
 - a. Telephone:** 0345 712 3456
 - b. Textphone:** 0345 722 4433
- 2. Download a claim form** - go to <https://www.gov.uk/disability-living-allowance-children> - this will provide a link to the claim form.
 - The DLA form requires a **statement*** from someone who is involved in the child/ young person's care – there is space on the claim form to write this. This can be from a foster/adult carer, doctor, social worker or therapist.
 - Hertfordshire's Money Advice Unit has a Children with Disability Project that specialises in helping parents and carers claim DLA/PIP and related benefits – contact them on 01438 843456 or moneyadvice.unit@hertfordshire.gov.uk

PERSONAL INDEPENDENCE PAYMENT

To claim a Personal Independence Payment:

- 1. Call the PIP claim-line** – to register a claim. Basic information will be required, such as details of the claimant's doctor, bank account, national insurance number, any recent periods spent in hospital, abroad or residential care. You can make a claim on the claimant's behalf if you have been officially appointed to deal with their claim ('appointee'). Otherwise they will need to be with you when you make the call. After registering the claim, a form will be sent to the claimant requesting details of the claimant's daily living and mobility needs. You can call Monday to Friday between 8:00am and 6:00pm.
 - a. Telephone:** 0800 917 2222
 - b. Textphone:** 0800 917 7777

Alternatively a claim form can be obtained by writing to PIP, PO Box 1303, Blackpool, FY1 9HF

CHILD TAX CREDITS

To claim Tax Credits contact the Tax Credit Helpline on:

You can call Monday to Friday between 8:00am and 6:00pm and on Saturday between 8.00am and 4.00pm.

- c. Telephone:** 0345 300 3900
- d. Textphone:** 0345 300 3909

HOUSING BENEFIT AND COUNCIL TAX SUPPORT

To claim Housing Benefit and Council Tax Support you will need to fill in a claim form from the Housing Department in the area in which you live. You can often download a form from your local housing department/council website. Go to the relevant Council website and search for Housing Benefit, which will provide a link to their Housing Benefit forms. Alternatively, you can ask at your local council offices.

Housing Benefit is paid for those living in Council or Housing Association accommodation and the Local Housing Allowance system is used to calculate the level of housing benefit paid to private sector tenants.

APPLYING FOR BENEFITS?

WHAT DOCUMENTS AND INFORMATION IS REQUIRED?

When you fill out a benefit claim form, you will need to provide some identifying documentation. All documents provided will need to be originals.

For all benefit claims you will require evidence of the following:

Evidence of Identity: birth certificate, passport, driving license, UK residence permit, utility bills. If you haven't got any of those, a letter from your social worker or school/college could help.

Evidence of National Insurance Number: national insurance card, payslips, letter from benefits / social security / tax office. If you don't have your national insurance number call National Insurance Registrations Helpline on 0300 200 3502 and it will be sent out to you.

Evidence of Savings: full bank/building society statements, national savings/premium bond certificates. Evidence must show previous two months details.

Evidence of Income:

- **Earnings** if employed you will need to show 5 payslips (if paid weekly), 3 payslips (if paid twice a month), 2 payslips (if paid monthly). If self employed you will need to show accounts for the last financial year.
- **Other** Letters stating the amount of maintenance you receive
- **Benefits/Allowances** – award notices showing your claim has been accepted/is in payment.

Evidence of other money paid out: letters about student grants/maintenance, child care.

For Housing Benefit and Council Tax Support you will also require:

***Evidence of Private Rent/Tenancy:** rent book, receipts, tenancy agreement/letter, license agreement/letter.

For Income Support you will also require:

***Evidence of Education:** letter from your school/college stating the course title on which you are enrolled, whether the course is full/part time and the dates for which the course begins and ends.

***Evidence of Responsibility for a Child/ren.**

If you are eligible to claim Income Support as you are responsible for a child aged under 5, you will also be able to claim a) Child Tax Credits, b) Child Benefit, c) Healthy Start Vouchers.

Claiming Benefits – Claim Process

For Employment and Support Allowance you will also require:

***Evidence of Medical Condition:** statement from someone involved in your care. This can be a carer, your doctor, consultant or therapist. You will also require a Fit Note/Medical Certificate from your doctor.

For Disability Living Allowance and Personal Independence Payment you will also require:

***Evidence of Medical Condition:** statement from someone involved in your care. This can be a carer, a doctor, therapist or consultant.

The majority of claim forms have checklists attached and some will ask for extra documents. Check the claim form thoroughly and supply all the documentation which is asked for.

If you cannot supply the information immediately; you will usually be given one month after submitting your claim to supply the documents. If they are not supplied within this period the claim will be cancelled and you will be required to fill in a new claim form

CLAIMS WILL NOT NORMALLY BE PROCESSED WITHOUT THE FOLLOWING:

TWO forms of Identity (Three for Universal Credit):

- Birth certificate
- Passport
- Driving License
- UK residence permit
- Utility Bill in own name

ONE form of National Insurance:

- National Insurance Card
- Letter from DWP with National Insurance Number

ONE proof of Address:

- Utility bill in own name
- Bank Statements

If this causes problems, ask your social worker/leaving care personal adviser what evidence they can find on your case-file or supply to the Department for Work and Pensions or the Jobcentre Plus on your behalf.