

COMMUNITY SERVICES



A GUIDE TO BENEFITS

PRODUCED BY THE WELFARE RIGHTS TEAM ~ 2009

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1.0 Claiming Benefits

Most benefits administered by the Jobcentre Plus are claimed by calling the Contact Centre on 0800 0556688. Other DWP contact numbers are listed on pages 4 – 6.

The Contact Centre will still initiate the claim.

When claimants call the Contact Centre, basic information will be taken and they may be contacted by telephone at a later time when further details regarding their claim will be recorded. During the call arrangements may be made for the claimant to attend a Work Focused Interview (WFI) with a Personal Adviser at their local Jobcentre Plus.

Information on the qualifying conditions and how to claim the majority of benefits are contained in the appropriate section of this guide.

In addition to this guide, Argyll and Bute Council also produce a free Benefit Quick Guide, this gives most benefit rates from April of that year. The Guide is available in most Council Offices, Libraries and Health Centres.

Some claims can be made online or claim forms downloaded. Three of the most relevant sites are www.dwp.gov.uk; www.thepensionsservice.gov.uk and www.direct.gov.uk these will give you access to information on Benefits, Pensions, Tax Credits etc. ***The Pension Service website will close from the end of September 2009 and all information will be moved to www.direct.gov.uk***

The Pension Service and Disability and Carers Service are now one agency. To prevent confusion we will give contact numbers, email addresses etc., for each service.

NOTE

This booklet is intended to act only as a basic guide to some benefits. It should not be treated as containing any statement of law.

Please refer to more detailed publications, or Department of Work and Pensions offices or their Websites, for more specified information.

2.0 Argyll & Bute Council Helplines and Useful Numbers

Housing Benefit and Council Tax Benefit.

There is now just one telephone number for enquiries regarding Housing Benefit and Council Tax Benefit.

All telephone enquiries to:- Customer Service Point Tel No: **01546 605512**

Customer Service Points are:

DUNOON AND COWAL

Hill Street, Dunoon, PA23 7AP.

Mount Pleasant Road, Rothesay, Isle of Bute, PA20 9HQ.

MID-ARGYLL, KINTYRE AND ISLAY

Dalriada House, Lochgilphead, PA31 8ST.

Burnet Building, John Street, Campbeltown, PA28 6BJ.

Jamieson Street, Bowmore, Isle of Islay, PA43 7HP

OBAN, LORN AND THE ISLES

Lorne House, Albany Street, Oban, PA34 4AR

Breadalbane Street, Tobermory, Isle of Mull, PA77 6UP

HELENSBURGH & LOMOND

45 West Princes Street, Helensburgh, G84 8BP

Welfare Rights Service

Argyll & Bute Council's Welfare Rights Service provides advice and information to members of the public on claiming benefits, including help to complete application forms, and also advice on appealing against decisions. If any information is required with regards to Welfare Rights, please contact the local Welfare Rights Officer at the appropriate address.

SENIOR WELFARE RIGHTS OFFICER and Bute

M.A. Moran, Dolphin Hall, Manse Avenue, Dunoon, PA23 7DQ

Tel: 01369 708690

Fax: 01369 708699

DUNOON AND COWAL, incorporating Inveraray

K. Gill, Dolphin Hall, Manse Avenue, Dunoon, PA23 7DQ

Tel: 01369 708645

Fax: 01369 708699

KINTYRE AND ISLAY, incorporating Tarbert

J. McCorkindale, Old Registrars Building, Witchburn Road, Campbeltown, PA28 6JU

Tel: 01586 552659

Fax: 01586 555290

(Members of the public should make appointments at Old Quay Head)

MID ARGYLL, OBAN, LORN AND THE ISLES

M. Baxter, Lorne Resource Centre, Soroba Road, Oban, PA34 4JA

Tel: 01631 563068

Fax: 01631 566724

HELENSBURGH & LOMOND

J. Prentice, 45 West Princes Street, Helensburgh, G84 8BP

Tel: 01436 658714

Fax: 01436 658821

Money Advice Service

Argyll & Bute Council's Money Advice Service provides free, confidential information and advice on debt counselling contact:

Tel: 01546 604326

Job Centre Plus

5/7 Charlotte Street, Helensburgh, G84 7PH

Tel: 01436 633000
Fax: 01436 633027

1 Miller Road, Oban, PA34 4AF

Tel: 01631 569300
Fax: 01631 569301
Freephone: 0800 515923

40 Hall Street, Campbeltown, PA28 6BZ

Tel: 01586 559220
Fax: 01586 559225
Freephone: 0800 393949

George Street, Dunoon, PA23 8BB

Tel: 01369 763200
Fax: 01369 763234

9 King Street, Rothesay, Isle of Bute, PA20 0DG

Tel: 01700 895500
Fax: 01700 895515

99 Dalrymple Street, Greenock, PA15 1QL

Tel: 01475 881500
Fax: 01475 881501

245 Kilbowie Road, Clydebank G81 2JD

Tel: 0845 600 1506
Fax: 0141 951 3101

Contact Centre

Tel: 0800 0556688

The Pension Disability and Carers Service

Pensions Service Enquiries

Tel: 0845 6060265

Freephone – Claims

Tel: 0800 99 1234

Online claims to end of September 2009

www.thepensionservice.gov.uk

Online claims from October 2009

www.direct.gov.uk

3.0 Department of Work and Pensions & Other Helplines

Within the UK 0800 calls are free and 0845 calls are at local rates, except from mobile phones.

Benefit Enquiry Line

Tel: 0800 882200

Advice and information for people with disabilities and their carers about benefits and assistance with claim form completion.

Child Support Agency National Enquiry Line

Tel: 08457 133133

General advice on child care maintenance and the Child Support Act.

Disability Living Allowance (DLA) Helpline

Tel: 08457 123456

Advice on existing DLA claims. Advisors can call on behalf of their clients.

Health Literature Line

Tel: 0800 555777

For individual copies of Department of Health publications.

NHS HELPLINE (SCOTLAND)

Tel 0800 224488

NHS 24

Tel: 08454 242424

The Employer's Helpline

General advice and information about NI contributions and employer-paid benefits.

Tel: 08547 143143**Tax Credits/Child Tax Credits****Tel 0845 300 3900****Veteran's Agency**

General advice on new and ongoing claims.

Tel: 0800 1692277**Winter Fuel Payments Helpline**

To find out more about Winter Fuel Payments phone the information helpline.

Tel: 08459 151515**Textphone: 0845 6015613**

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4.1 Child Benefit

For people who are responsible for a child, regardless of income or NI contributions. Child Benefit is paid for each child under 16, and for young persons 16 up to age 20, if in full-time non-advanced education, or unwaged trainees on specific government work based programmes. It usually continues for a short time after a young person has left full-time education.

How Much?

For the eldest qualifying child	£20.00
For every other child	£13.20

To claim and for more information

Claim packs are distributed with hospital Bounty Packs, or can be obtained from the Revenue & Customs office. Do not delay in making a claim or benefit may be lost. See *leaflet BC1 Babies and Children*.

HM Revenue & Customs is responsible for paying Child Benefit.

The Helpline telephone number is 0845 302 1444. There is also a Textphone number for the hard of hearing - 0845 302 1474.

Claim forms can be downloaded from:

www.hmrc.gov.uk/childbenefit/online.htm

4.2 Guardian's Allowance

Payable in addition to Child Benefit to someone bringing up a child whose parents are dead, or in some cases when one parent is still alive.

How Much?

For each child who qualifies	£14.10
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To claim and for more information

Get a claim pack by ringing 0845 302 1464. The claim pack includes information notes, which tell more about Guardian's Allowance.

Claim forms can be downloaded from:

www.hmrc.gov.uk/guardians-allowance/forms.htm

4.3 Statutory Maternity /Adoption Pay

Paid for a maximum of 39* weeks by an employer to qualifying pregnant employees. There are continuous employment and earnings tests.

How Much?

First 6 weeks at 90% of earnings, after that £123.06. If less than 90% of earnings for next 33 weeks.

An employee qualifies for SMP/SAP if she:

- a) has been continuously employed by a firm for at least 26 weeks continuing into the 15th week before her baby is due (known as the qualifying week), *and*
- b) earns on average more than the lower weekly earnings limit for N.I contributions, *and*
- c) is still pregnant at the 11th week before her expected week of confinement or has given birth, *and*
- d) has stopped working*

* Unless it is during the 10 day "Keeping in Touch period" This allows a woman to carry out 10 days of paid employment during SMP/SAP. The 10 days do not have to be consecutive.

How to get Statutory Maternity Pay

The employer should be notified at least 21 days before the employee intends to stop work. The employer will need to see a maternity certificate (MATB1) from a doctor or a midwife.

More Information

See leaflets *BC1 Babies and children, NI17A, A Guide to Maternity Benefits (Detailed Guide)*, and leaflet URN991191 *Maternity Rights* these can be obtained from the Contact Centre.

4.4 Maternity Allowance

For people who cannot get SMP; for example a person who is self employed or has recently changed or left their job. Qualifying conditions are based on recent employment and earnings (an average of £30 a week or more to qualify from either one or more jobs). Self employed women who have paid NI contributions or have small earnings exception certificate may also qualify.

How Much?

Maternity Allowance

Standard Rate

£123.06

Or 90% of Earnings, whichever is less

To claim and for more information

Fill in form *MA1* available from Contact Centre, maternity or child health clinic. A maternity certificate (*MAB1*) from a doctor or midwife is necessary. Do not delay in making a claim or benefit may be lost. See leaflets *BC1 Babies and Children, NI7A A Guide to Maternity Benefits (Detailed Guide)*, *PL958 Maternity Rights*.

4.5 Sure Start Maternity Grants

For help with the cost of a new baby.

A Sure Start Maternity Grant may be payable if the claimant or partner is receiving:-

- Income Support
- Income-based Jobseeker's Allowance
- Working Tax Credit if disabled worker is included in assessment
- Child Tax Credit of more than £545 or £1,090 if you have a child less than a year old
- Pension Credit
- Income Related ESA

How Much?

For babies due, born, adopted or for whom you have a parental order

£500

To claim and for more information

Contact The Contact Centre for claim form SF100 (*Sure Start*). Do not delay in making a claim for benefit may be lost. See leaflets *BC1 Babies and Children*, *SB16 A Guide to the Social Fund (Detailed Guide)*.

Download Claim Form from:

www.dwp.gov.uk/advisers/claimforms/sf100_print.pdf

4.6 Maternity Leave

Section 71 of the ERA '96 establishes a general right to maternity leave for every woman who is in work while she is pregnant. The woman is entitled to 39 weeks leave. This right applies to all working women who fulfil the notification conditions.

Notification conditions are as follows:

- A woman must notify her employer in writing at least 21 days before her maternity leave start, the fact that she is pregnant and the expected week of childbirth.
- A woman must notify her employer at least 21 days before her maternity leave starts of the date she intends to start her leave. This needs only to be in writing if her employer requests it.
- If requested to do so by her employer, she must produce medical evidence stating the expected week of childbirth (form MAT1)

Commencement

It is for the woman to decide when she wants to commence maternity leave. She can work right up until the baby is born. However, the earliest date that the maternity leave can start is 11 weeks before the expected week of childbirth.

Return to Work

If a woman intends to return to work at the end of her 39 weeks of maternity leave, then her employer does not require to be notified. She returns to exactly the same job. If, however, a woman wishes to return to work before the end of her 39 weeks maternity leave, she must give her employer 7 days notice in writing of the date on which she intends to return.

Claims

A woman claims Maternity Allowance by completing form MA1 and returning it to the Jobcentre Plus with her MAT B1 form as soon as possible after the 26th week of pregnancy.

If the woman is working and the employer does not consider that there is entitlement to SMP, then they must return her MAT B1 form and give her SMP 1 with which she can claim Maternity Allowance. Maternity Allowance is payable for 39 weeks.

Entitlement

If a woman does not qualify for Maternity Allowance because she has not worked recently, she may be entitled to Employment and Support Allowance based on past contributions. Medical guidance states that incapacity for work should be accepted automatically on production of a MAT B1 form, 6 weeks before the birth, the week of confinement itself and 2 weeks after.

4.7 Paternity/Adoption Leave

Up to two weeks to be taken within 56 days of date of birth. Must be employed by same employer for at least 26 weeks before 15th week of expected date of confinement.

Statutory Paternity Pay

Conditions as above. Must be earning £95.00 per week. It is paid by employers for two weeks at £123.06 per week or 90% of average earnings. Claim on Form SPP1.

4.8 Child Support Maintenance

The Child Support Agency (CSA) is responsible for child support maintenance. Child support maintenance is an amount of money that absent parents pay regularly as a contribution to the financial support of their children.

If someone is living with and caring for a child and one, or both, of the child's parents are living elsewhere in Great Britain or Northern Ireland they may apply to have child support assessed and collected by the CSA. He/She may be required to apply for child support maintenance if asked to do so by the CSA,

If he/she or his/her present partner claim:

- Income Support
- Income –based Jobseeker's Allowance

More information

See leaflet *CSA2001 for Parents who live apart* from the Department of Work and Pensions office or call the **Child Support Agency National Enquiry Line** on 08457 133133 (8am – 8pm, Monday to Friday)

- The CSA is being replaced with the Child Maintenance and Enforcement Commission.

4.9 Healthy Start

Healthy Start Vouchers replaced the Welfare Food Scheme in November 2006.

Women, who are at least 10 weeks pregnant, aged at least 18 and they or their family are on Income Support; Income based JSA, or getting Child Tax credit (not Working Tax credit) with annual income of less than £16,040.

You also qualify if you are pregnant and less than 18 years old.

Claim forms (HS01) are available from Maternity clinics and Health centres etc.

Forms can also be downloaded from www.healthystart.nhs.uk or by calling 08701 555455

4.10 Health In Pregnancy Grant

This is a one off payment of £190.00. Qualifications:-

- You must be pregnant
- You must be at least 25 weeks pregnant
- You must have received advice from a health care professional in relation to your maternal health
- You must be present in Great Britain or have a right to reside

A claim form can be obtained from your midwife or doctor, or by telephoning the Helpline on 0845 366 7886.

5.0 DISABILITY AND INCAPACITY BENEFITS

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5.1 Statutory Sick Pay

Employed people who are sick for 4 or more days in a row may qualify for SSP from their employers for a maximum of 28 weeks in one spell of sickness.

How Much?

If you're average gross earnings are £95.00 a week or more

Standard rate £79.15

How to get SSP

Employees should notify their employer as soon as they become sick. Any SSP entitlement will be paid the same way as wages.

More Information

Leaflet *SD1 Sick or disabled*.

5.2 Incapacity Benefit/Employment Support Allowance

Incapacity Benefit has been replaced by Employment Support Allowance (ESA). However, existing claimants of IB will continue to be paid, providing they satisfy the conditions for it.

Incapacity Benefit

If you were sick before 27/10/08 then you should be on IB. You must have been submitting Medical Certificates, not be receiving Statutory Sick Pay and satisfy the contribution conditions.

You will probably be required to attend a Work Focused Interview (WFI) when you claim benefit. ***Failure to attend the WFI can result in benefit being stopped or the claim not being processed.***

For the first 28 weeks you will be assessed under the own occupation test. After this you will have to satisfy the Personal Capability Assessment (PCA). You will be sent a form IB50. This lets you describe your illnesses and how they affect you. It is important that you give as much information as possible

about your difficulties. ***If the form is not returned by the specified date then you can be treated as capable of work and your benefit/credits will stop.*** The Decision Maker will read the form and may decide to pass it on to a health care professional who will decide whether or not you need to attend a PCA. ***Failure to attend a PCA can result in benefit being stopped.***

At the PCA you will be seen by a health care professional or a doctor. They will ask a series of questions and you may be examined. The results, examiners opinion and score will be fed into a computer and the results passed to a decision maker. They will decide whether or not you score the 15 or 10 points required to remain on IB.

If a decision is made to stop your Incapacity Benefit/Credits, you should sign on for JSA. If you appeal the decision you may be able to claim Income Support at a reduced rate. However, the appeal can take several months and, if unsuccessful, you will have lost at least £12.86 per week, this money cannot be recovered.

Housing and Council Tax Benefits must be informed when your income or benefits change.

Amounts

Short Term Lower Rate	£67.75	Adult Dependent	£41.35
Short Term Higher Rate	£80.15	Adult Dependent	£41.35
Long Term	£89.80	Adult Dependent	£53.10
Age Additions - Higher	£15.65	Age Additions - Lower	£6.55

Exemptions

The PCA will not apply to people who are:

- Terminally Ill.
- Suffering from a listed medical condition e.g. registered blind, paraplegic, have severe learning difficulties etc.
- In receipt of the highest rate of the care component of DLA.
- Were in receipt of Severe Disablement Allowance on 12 April 1995.
- Are entitled to Industrial Injuries or War Pension at the 80% disabled rate.

Additional Allowances

Adult Increases

You may be able to get an Adult Dependency increase with the short term or long term rate of IB. The increase will only be paid if:

- the dependant adult for whom you claim the increase is caring for a child or
- is over 60 years

Child Tax Credit should be claimed for children

Age Addition

There will be two rates and the rate awarded will depend on what age the claimant was when your incapacity began.

How Much?

Before the age of 35 years	£15.65
Over 35 years but before age 45 years	£6.55

This addition will be paid with the long term rate of IB.

Employment Support Allowance (ESA)

The Welfare Reform Act of 2007 lays the foundations for Employment Support Allowance. The main legislation is contained in SI 2008/794. These can be purchased or downloaded from www.opsi.gov.uk

We only have the space to give basic details of the allowance. The DWP will probably produce more detailed information leaflets in the near future.

If you fall ill and do not get SSP you claim ESA. Call the Contact Centre, they will take your details.

You must be submitting medical certificates and you may also be required to send in a questionnaire (ESA50). ***If the questionnaire is not returned within***

the specified period you will be treated as not having limited capability for work and benefits can be withdrawn.

There will be an Assessment Phase, usually lasting 13 weeks, during this phase you will only be entitled to a basic allowance. ESA has a contributory strand and an income related strand. If you get the income related strand you may also get certain premiums and housing costs during this period. However, if you will only qualify for Income Related ESA when the Support component or Work Related Activity component is added, then the claim will be treated as made from the date when the component would be payable. This is known as an advance award. ***You will not get the Disability Premium.***

You can also be asked to attend a Work Focused Health Related Assessment or a Work Focused Interview (Reg 54). ***Failure to attend will result in the component being reduced by 50% for the first four weeks and 100% thereafter.***

During the Assessment Phase, it will be determined if you have limited capability for work, limited capability for work related activity or what health related support you would need to improve your capability to work. You may be asked to attend a medical. ***Failure to attend without good cause will result in you being treated as not having limited capability for work.***

If you satisfy the “Limited Capability for Work” criteria you will go onto the main benefit basic rate, plus a “work related activity component” (£25.50). ***Failure to take part in the work related activity can result in reduction of benefit.***

If you show “Limited Capability for Work Related Activity” you will be entitled to the support component (£30.85).

You will be able to appeal about entitlement to ESA or any decision which results in a financial sanction.

Summary:

- ➡ Medical Certificates must be submitted
- ➡ Questionnaire must be returned
- ➡ 13 week assessment phase, during which basic amount is payable
- ➡ After 13 weeks, if decision is favourable, Work Related Activity component will be awarded, but will have conditions attached, or Support component will be paid

- ➡ Benefit will be withdrawn if fail to attend Work Capability Assessment, are found not to have Limited Capability for work, or do not return the questionnaire
- ➡ Work related activity component will be reduced by 50% or 100% if fail to attend Work Focused Interview or Work Focused Health Related Assessment

5.3 Severe Disablement Allowance

This Benefit can no longer be claimed. Existing claimants will continue to receive it if they still satisfy the disability conditions.

How Much?

Basic rate	£57.45
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More information

For more information – See leaflets *SD1 Sick or Disabled*, and *HB5 A Guide to Non-contributory Benefits for Disabled People and their Carers (Detailed Guide)*.

5.4 Attendance Allowance

For Disabled people aged 65 or over who need help with personal care because they are severely disabled. Normally the help must have been needed for at least six months. There are special rules for people who are terminally ill (by this it is meant those suffering from a progressive disease and who are not expected to live for more than six months) so that they can get their benefit quickly and easily.

To qualify for Attendance Allowance, you must satisfy the following conditions:

1. Ordinarily resident in Great Britain and have been present in GB for a total of 26 weeks in the last 12 months.
2. Satisfy one or both of the attendance conditions for a continuous period of 6 months or illness is terminal.
3. Not resident in certain types of accommodation.
4. Aged 65 or over.

How Much?

The rate depends on a person's care requirements.

Higher rate (day and night)	£70.35
Lower rate (day or night)	£47.10

To claim and for more information

Contact Disability and Carers Service for: Information on 0141 249 3500
Claim Forms on 0141 249 3580

5.5 Disability Living Allowance

For people, including children, who need help looking after themselves, getting around, or both because they are severely disabled.

Normally help must have been needed for at least 3 months and is likely to be needed for at least a further 6 months. People cannot claim Disability Living Allowance on or after their 65th birthday, even if the need for help started

before then. However, the 3-month qualifying period does not need to be completed before their 65th birthday. If they need help with personal care they may be able to get Attendance Allowance instead. There are special rules for people who are terminally ill (by this it is meant they are suffering from a progressive disease and are not expected to live for more than 6 months because of that disease) so that they can get their benefit quickly and easily.

To Qualify:

Care Component – There are three rates of care component. The highest and middle rates have similar qualifying conditions as Attendance Allowance.

Lower Rate – To qualify for the lower rate of the care component:

- Are aged 16 or over and are unable to prepare a cooked main meal. Things which are taken into account include whether he/she would have difficulties with, e.g. planning a meal, peeling and chopping vegetables, using taps, using a cooker safely or coping with hot pans, or
- Need help with personal care for a significant portion of the day. Significant means help may be required for about an hour, e.g. getting in and out of bed, moving about indoors, having a bath or a shower, coping with toilet needs, medical treatment or using a wheelchair.

Middle Rate – To qualify for the middle rate of the care component there may be a number of things:

- Frequent attention throughout the day
- Continual supervision throughout the day
- Prolonged or repeated attention at night
- Someone to watch over you during the night

Frequent attention with your bodily functions means, for example, getting in/out of bed, moving about indoors, having a bath/shower, help with toileting, etc.

'Continual supervision throughout the day' means someone to look after them and to prevent substantial danger to themselves or others. This includes watching over him/her because they could hurt themselves or someone else. He/she does not realise when there is danger. He/she could wander off or have fits or blackouts, etc.

Prolonged or repeated attention at night with bodily functions includes: coping with the toilet at night, changing sheets or night clothes, medical treatment, moving your position in bed to prevent sores, etc. Prolonged usually means a period of approximately 20 minutes.

'Watching over during the night', requires someone to be awake during the night for a prolonged period in order to prevent substantial danger to themselves or others. He/she could hurt themselves or someone else, get confused, wander off, etc.

Highest Rate – to qualify for the highest rate of care component they must satisfy one of the middle rate daytime conditions and one of the middle rate night-time conditions.

Mobility Component – there are two rates of mobility component:

Lower Rate – To qualify for the lower rate of the mobility component the claimant must:

- Need guidance or supervision from someone most of the time when you are on routes which are unfamiliar to you. These include guidance and supervision because they are likely to fall or get into danger, be a danger to someone else, are disruptive, are likely to wander off, if you have problems with their sight etc.

Higher Rate – To qualify for the higher rate any of the below must apply:

- Virtually unable to walk
- Unable to walk
- The exertion required to walk would constitute a danger to life or would be likely to lead to a serious deterioration in health.
- 100% blind and 80% deaf
- A double amputee
- ‘Severely mentally impaired’ with ‘severe behavioural problems’ and qualify for the higher rate care component

If virtually unable to walk, the distance, speed, manner and time it takes to walk any distance **without** suffering severe discomfort, is taken into account.

Children

Children can claim the care component of DLA from 3 months. They are not subject to the cooking test. They can claim the higher rate mobility component from the age of 3, lower rate from age 5.

How long must a person need help for?

To get DLA there must normally have been a need for help for three months and it must be likely to be needed for a further 6 months or more. However, there is no qualifying period for people who have a terminal illness.

Claims

DLA should be claimed on form *DLA1* which is self-assessing or *DLA1 Child* for a child under 16.

Decision Makers decide whether or not an award shall be made. The DM may contact the patient’s GP for further information, or make arrangements for them to be examined by a Health Care Professional.

A claimant can also be asked to attend an examination centre.

Length of Award

Can be for a specified period or for an indefinite period.

Terminal Illness and People on Dialysis

Claimants will automatically qualify for DLA Care Component at higher rate if they suffer from a terminal illness. Their own GP should complete form *DS1500* and it should be forwarded with the relevant sections completed. This procedure should not alert claimants who are unaware they are terminally ill.

People who are on certain types of dialysis may automatically qualify for the middle rate of the care component.

Rates will depend on a person's care and mobility requirements.

Care component

Highest	£70.35
Middle	£47.10
Lowest	£18.65

Mobility component

Higher	£49.10
Lower	£18.65

To claim and for more information

Contact Disability and Carers Service for:	Information	0141 249 3500
	Forms	0141 249 3508

5.6 Carers Allowance

For people aged 16 or over, who are spending at least 35 hours a week looking after someone who is getting a qualifying benefit. Claimants must not earn more than £95.00 a week after certain deductions, or be in full-time education. The person being cared for or their appointee will be required to sign that they are willing to have the named person get CA for looking after

them. CA will count in full for IS, JSA, Housing/Council Tax Benefit, Pension Credit etc.

Qualifying Benefits:

He/she is caring for a person receiving Attendance Allowance or DLA Care Component; middle or highest rates or Constant Attendance Allowance (of £57.50 or more a week)

How Much?

Basic rate	£53.10
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Extra benefit may be paid for dependant adults.

Caring

To satisfy this requirement, claimants should normally spend at least 35 hours per week caring for the disabled person. Breaks in care do not necessarily lead to the loss of your benefit. Claimants may have a total of 12 weeks off in any six month period, but only 4 of these can be holiday breaks. If the disabled person loses their Attendance Allowance or DLA Care Component because, for example they have been in hospital for 4 weeks or more, the claimant's CA will stop. It can continue to be claimed for 8 weeks after death of person being cared for.

Carers Premium (£29.50)

If claiming Income Support, (IB) JSA or Pension Credit, claimants will be entitled to a Carers Premium in the calculation. More than one Carers Premium can be paid to the same family e.g. if there are two disabled children or adults both parents can claim CA. A Carers Premium will also be included in the calculation for Housing Benefit or Council Tax Benefit.

Severe Disability Premium

If the person being cared for receives Income Support or Pension Credit and Carers Allowance is claimed, they will lose entitlement to Severe Disability Premium. They are advised of this on the CA Claim form where they sign. It would still be advisable to seek advice before claiming.

To claim and for more information

Claim form in claim pack *DS700*, available from the Contact Centre or Disability Benefits Centre. Claimants should claim straight away. If they delay, they may lose benefit. *Leaflet SD4 Caring for Someone?* and *HB5 A Guide to Non-contributory Benefits for Disabled People and their Carers (Detailed Guide)*.

5.7 Industrial Injuries Disablement Benefit

For those who are disabled as a result of an accident at work or as a result of a prescribed industrial disease. They may also be entitled to Constant Attendance Allowance and Exceptionally Severe Disablement Allowance.

Reduced Earnings Allowance

Reduced Earnings Allowance can be paid if an accident at work happened or a prescribed industrial disease started before 1st October 1990 and, as a result, he/she cannot return to the same job or do work of the same standard.

How Much?

The amount depends upon how disabled the person is.

Maximum disablement pension	£143.60
Maximum Reduced Earnings Allowance	£57.44
Maximum Constant Attendance Allowance	£115.00
Exceptionally Severe Disablement Allowance	£57.50

To claim and for more information

Call the Contact Centre for a claim form. Do not delay in making a claim or benefit may be lost. See leaflet *SD6 Ill or Disabled Because of a Disease or Deafness Caused by Work?* Or *SD7 Disabled Because of an Accident at Work*.

5.8 Pneumoconiosis, Byssinosis and Miscellaneous Disease Benefit Scheme

For people who contracted these or certain other diseases, as a result of employment that ended before 5 July 1948.

How Much?

Total disablement allowance (100%)	£143.60
------------------------------------	---------

To claim or for more information

Claimants should claim straight away. If they delay, they may lose money. Leaflet *DB1 A Guide to Industrial Injuries Scheme Benefits*.

For further information or a claim form call the Contact Centre or telephone 0800 882200. People with speech or hearing problems using a textphone can dial 0800 243355.

6.0 Retirement Pension & Pension Credits

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6.1 Basic Retirement Pension

For people who have reached pension age (60 for women and 65 for men) and meet the National Insurance (NI) contribution conditions.

How Much?

Man or woman (own contributions or late spouse's contributions)	£95.25
Woman (spouse's contributions)	£57.05

Extra benefit may be paid for dependant adults.

To claim and for more information

Form BR1 is usually sent out 4 months before claimants reach pension age. If a form has not been received 3 months before they reach pension age, claimants should contact the Pensions Service. Leaflets *RM1 Retirement* and *NP46 A Guide to Retirement Pensions (Detailed Guide)*.

Pension Equalisation.

From April 2010 to April 2020 state pension age for women will be gradually increased to 65. For further information see leaflet EQP1a Equality in State Pension Age. For leaflets call 0845 731 3233 or write to:

**DSS Pensions
FREEPOST
Bristol
BS99 1BL**

People with hearing or speech difficulties can call using:

Typetalk: 0845 604 0210

6.2 Over 80 Pension

For people aged 80 or over who do not get state Retirement Pension or who get less than a full Retirement Pension because they have not paid enough NI contributions.

How Much?

Rate	£57.05
------	--------

To claim and for more information

Claimants should contact the Pension service for claim form *BR2488*.

6.3 Graduated Retirement Benefit

This depends on the amount of graduated NI contributions paid between April 1961 and April 1975. It is payable even if pensioners cannot get basic Retirement Pension or Additional Pension.

6.4 Additional Pension

This is earnings-related part of State Retirement Pension (sometimes called SERPS). It is based on Class 1 NI Contributions paid by an employee since April 1978.

6.5 Pension Credits

Everyone over 60 can apply for minimum guarantee credit.

How Much?

Single	£130.00
Couple	£198.45

Plus Additions and Housing Costs (Housing costs are eligible from date of claim).

Savings credits can be paid to over 65s. You are likely to qualify if your income is between £96.00/£181.00 (single) or £153.80 / £266.00 (couple), excluding additions. Up to a maximum of £20.40 (single), or £27.03 (couple).

The tariff income starts at £6,000 (£10,000 in residential care). It will be applied at a rate of £1.00 for every £500.00 or part of £500.00 over these amounts.

It is proposed to raise the £6,000 tariff to £10,000 in the Autumn.

Claim by phone – 0800 991234 or online www.thepensionservice.gov.uk

7.0 Bereavement Benefits (*formerly widow's benefits*)

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7.2 Widowed Parent's Allowance	35
7.3 Bereavement Allowance	35

Bereavement benefits for men and women were introduced in April 2001. This system will not affect women who were already getting benefits under the previous scheme as long as they continue to qualify under the rules.

To claim and for more information

For all bereavement benefits, claimants should use claim form *BB1*. The Contact Centre will send this out when they receive the certificate of registration of death, which the registrar will have given to claimant. The certificate should be sent to the Jobcentre plus office as soon as possible. If there is difficulty in getting a certificate of registration of death, claimants should still claim straight away. If they delay they may lose benefit. Certain NI contribution conditions have to be satisfied when claiming.

Bereavement Benefits – 0845 6088602

Leaflet D49S What To Do After a Death In Scotland: Department of Work and Pensions Supplement and NP45 A Guide to Bereavement Benefits (Detailed Guide).

7.1 Bereavement Payment

Tax-free lump sum for widows or widowers whose husband or wife was not entitled to Category “A” Retirement Pension when they died, or widows or widowers who were under aged 60 for women, 65 for men (state pension age) when their husband or wife died. Based on late husband’s or wife’s NI contributions.

How Much?

Bereavement Payment (lump sum)	£2,000
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7.2 Widowed Parent’s Allowance

A taxable benefit for widows or widowers who are under state pension age and who have at least one qualifying child for whom they are entitled, or treated as entitled, to Child Benefit for. It is also paid if you are expecting a child by your late husband or as a result of artificial insemination or “in vitro” fertilisation.

How Much?

Basic rate	£95.25
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There are additions for each qualifying child for whom you get Child Benefit, and an additional pension (SERPS) earned by your husband or wife may be payable. Dependency increases are not taxable.

7.3 Bereavement Allowance

A taxable weekly benefit for widows or widowers aged between 45 and state pension age when their husband or wife died, or when their Widowed Parent’s allowance ends within 52 weeks of their widowhood. The widow or widower should be without a partner or dependant children. Their late husband or wife

must have satisfied the NI contributions conditions. Payable for 52 weeks starting from the day the spouse died.

How Much?

Amounts depend on age when widowed, or when Widowed Parent's Allowance ends. Claimants may also get an additional pension (SERPS) based on their husband or wife's earnings since 1978. The amount of additional pension is dependent upon age when widowed.

Refer to Benefits Quick Guide for amounts.

8.0 Jobseekers Allowance

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8.1 Jobseeker's Allowance

This benefit is for men under 65 or women under 60 who are not working, or working on average less than 16 hours a week, who are actively seeking work, are capable of work, and are available for work. It is available as either contribution-based or income-based.

How Much?

Contribution-based Jobseeker's Allowance (JSA)

Person aged under 25	£50.95
Person aged 25 or over	£64.30

Income-based Jobseeker's Allowance (JSA)

Person aged under 25	£50.95
Person aged 25 or over	£64.30
Couple both over 18	£100.95

Income based JSA rates may vary according to circumstances. Additional amounts may be paid for dependants and to people with special circumstances.

To claim and for more information

Claimants should call the Contact Centre and should claim straight away. If they delay, they may lose money. *Leaflet JSAL5 Jobseeker's Allowance – Helping You Back to Work.*

9.0 Low Income Benefits and Tax Credits

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9.1 Income Support

A means tested benefit for residents of Great Britain aged 16 or over whose capital is less than £16,000 and who have little or no income. Any work must be for less than 16 hours any week (less than 24 hours per week in the case of a partner). They will not be required to sign on as available for work. For example, if they are:

- Sick
- Disabled
- A lone parent (Responsible for a child under 12 (under 10 from 26 October 09)
- Caring for someone who is ill or disabled
- Registered blind

Payment is made up of personal allowances, premiums and money for certain housing costs, including help with mortgage interest. The local council may be able to help with council tax and rent if claimants are on a low income (see Council Tax Benefit, and Housing Benefit. See Residential care homes and nursing homes, where payments are different for some people.

Young people aged 16 – 17 years are only entitled to Income Support or Income-based Jobseeker's Allowance in limited circumstances. For those still in non-advanced education:

- Have a child for whom you can claim
- Are severely disabled and are unlikely to obtain employment within the next 12 months.
- Are an orphan and have no-one acting as your parent
- Have to live away from your parents because you are:
 - Estranged from them
 - You are in physical or moral danger, or
 - There is a serious risk to your physical or mental health
- Have left care and are living independently (L.A. is responsible for Care Leavers)
- A refugee on an English course

How Much?

Amount depends on the following:

- Age
- Whether the claimant has a partner
- Whether anyone in the family has a disability
- Weekly income
- Savings

To claim and for more information

Call the Contact Centre. Claim straight away. If claimants delay, they may lose money. *Leaflet IS20 A Guide to Income Support (Detailed Guide)*.

9.2 Residential Care Homes and Nursing Homes

For DWP* means tested benefits, those under age 60 living permanently in a residential care home or nursing home the upper capital limit is £16,000.

Income Support can be claimed on a similar basis as if claimants were living in their own home. All new clients going into residential care or nursing homes will get the normal IS allowances and premiums for which they are eligible.

*Local Authorities use different figures. The first £13,750 is ignored. With capital of over £22,500 you will not qualify for help.

More information

Leaflet GL15 Help If You Live in a Residential Care Home or Nursing Home, which you can get from the Contact centre or Pension Service.

9.3 Help With Prison Visits

The Assisted Prison Visits Unit will consider help towards the cost of prison visits for people getting Income Support, income-based Jobseeker's Allowance, Working Tax Credit, Child Tax Credit, income related ESA or who hold a remission certificate *HC2* or *HC3*, and are close relatives of the prisoner.

More information

Leaflet GL32 Prisoners and Their Families, which you can get from the Contact centre.

9.4 Council Tax Benefit

Administered by local councils for people on a low income who need help to pay their council tax. Claimants or claimant and their partner together must not have savings over £16,000, unless they are over 60 and receiving Guarantee Credit.

Claimants may be able to get Second Adult Rebate, if they are solely liable to pay Council Tax and share their home with one or more people who, among other conditions, is on a low income and does not pay Council Tax.

How Much?

Personal circumstances will be compared with your income, your savings and your council tax bill. If claimants are getting Income Support, income related ESA or income-based Jobseeker's Allowance, they may get full Council Tax Benefit.

Council Tax benefit is deducted from the council tax bill. If full Council Tax Benefit is awarded claimants will still be liable (unless through private arrangements) to pay water and sewerage charges.

To claim and for more information

Claimants can get a Council Tax Benefit claim form from their Area Office (see list of addresses, page 2), or it could be included with the Income Support, Jobseeker's Allowance, ESA or Pension Credit claim forms.

9.5 Council Tax Discount Scheme

Disabled people and carers may receive discounts on their Council Tax. Also, if there is only one resident in a dwelling – they may be eligible for a 25% discount of their Council Tax.

Further Information

Further information can be obtained from any Customer Service Point. (See page 2 for full list of addresses.)

9.6 Housing Benefit

Paid by local councils for people who rent from a Housing Association or registered social landlord. Claimants or claimants and their partner together must not have savings over £16,000, unless over 60 and in receipt of guarantee credit it does not cover mortgage interest payments, fuel costs and some service charges.

How Much?

Housing benefit is based on the financial circumstances of the tenant. There may also be deductions made for non-dependents who live with the claimant.

To claim and for more information

Claimants should get Housing Benefit claim forms from their Area Office (see page 4 for details), or they are included with the Income Support, Jobseeker's Allowance and Pension Credit claim forms.

9.7 Local Housing Allowance

Local Housing Allowance (LHA) is paid to people who rent from private landlords.

The levels are set by the Rent Officer for each Rent Area. The Council publish the rates every month. This enables prospective tenants to know if they will be able to afford to rent a property, before signing a lease.

Local Housing Allowance is awarded for 1 year or until a change of circumstances occurs. The Allowance is means tested and is dependent on the rent area, who lives with the tenant, any savings they have etc., deductions will also be made for non-dependents. Single people under 25 will get a standard rate for a room in shared accommodation.

Claim forms are those used for Council Tax/ Housing Benefit.

9.8 Income Support/ Housing Benefit/ Council Tax Benefit Personal Allowances and Premium Rates

PERSONAL ALLOWANCES

Single Person:	£
Age Under 25	50.95
Age 25 and over	64.30
Lone Parent:	
Age Under 25	50.95
Age 25+	64.30
Couples:	
Both aged under 18, with responsibility for a child	76.90
Both aged 18 or over	100.95
Dependant Children: (Paid as Child Tax Credit)	56.11

PREMIUMS

PREMIUMS	Single	Couple
Family		*17.30
Disability	27.50	39.15
Enhanced Disability Premium	13.40	19.30
Severe Disability (<i>one qualifies</i>) (<i>both qualify</i>)	52.85	105.70
Disabled Child	*51.24	per child
Carers	29.50	

* Paid as Child Tax Credit

COMBINATIONS OF PREMIUMS

Family or Family Lone Parent Disabled Child Severe Disability Carers Disability	These can be paid on top of any other premiums. Disabled Child and Carers' Premium can be paid for each qualifying person in the family.
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9.9 Extended Payment of Housing Benefit and Council Tax Benefit

Allows Housing Benefit (HB) and Council Tax Benefit (CTB) to run on for the first four weeks after starting work, regardless of earnings.

HB and CTB Extended Payments (also known as Housing Benefit Run On) applies for all claimants or their partners:

- Who received IS, JSA (IB), Incapacity Benefit, ESA (IR) or SDA immediately before starting remunerative work or increasing their hours and earnings to take them off IS/JSA (IB); and

- Who have been on IS/JSA (IB), JSA (CB) or ESA (IR) (or a combination) for a continuous period of at least 6 months before starting work
- And the claimant or their partner notifies the Department of Work and Pensions:
 - They or their partner have, or are about to:
 - i. commence remunerative work; or
 - ii. increase the amount of work or earnings so that entitlement to IS/JSA (IB) ceases; and that work or increase is expected to last 5 weeks or more.

It is advisable to check that the DWP have notified the Local Authority of the entitlement to the benefit run on.

How Much?

HB and CTB extended payments will continue at the same rate as the amount of HB/CTB received immediately before leaving benefit for work – as long as the claimant remains liable to pay rent (for HB extended payments) and council tax (for CTB extended payments).

9.10 Help With Health Costs

Claimants may be entitled to some or all of these things listed below because of age, medical condition or because they or their partner get Income Support, income-based JSA, income related ESA, Working Tax Credit or Child Tax Credit. If they are on a low income, they may be able to get some of the health benefits listed below, or at a reduced cost, by claiming on form HC1 which can be obtained from the Contact Centre or Pensions Service.

Health benefits are:

- Free NHS prescriptions
- Free NHS dental treatment
- Maximum value of a voucher towards the cost of glasses or contact lenses

- Free NHS wigs and fabric supports
- Repayment of travel costs to hospital and back from NHS treatment.

More information

Leaflet HC11 Are You Entitled To Help With Health Costs? For information on a range of health-related subject, also telephone the **Health Information Service** on **Tel: 0800 66 55 44**. All calls are confidential.

9.11 Free School Meals and School Clothing Grants

Meals – Administered by Argyll & Bute Council. Parent(s) must be in receipt of Income Support; Income Based Job Seekers Allowance, income related ESA or have a gross income of less than £16,040.

Clothing Grants – Payable by Argyll & Bute Council. Parent(s) must be in receipt of one of the following: Income Support, JSA (Income-based), income related ESA, Housing Benefit, Council Tax Benefit or Health Certificate EC2.

More information

Further details and application forms are available from the Education Department, local schools or Corporate Services Area Offices.

9.12 Child Tax (CTC) and Working Tax Credit (WTC)

Child Tax credit and Working Tax Credit are paid if your income is below a specified level and you satisfy the other conditions. To qualify for CTC you must be responsible for a child/ren or young person/s as described on page 8.

For WTC you may qualify if you work at least 16 hours a week and have a dependent child; or you or partner have a disability which disadvantages you in getting employment and you were getting a disability benefit; or you or your partner are over 50 and qualify for the 50 plus element. You may also qualify if you are over 25 and work at least 30 hours per week.

Claims can be made online, by telephone or you can get a claim form from the Jobcentre plus or from the local Revenue and Customs office.

10.0 Social Fund

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Social Fund helps people with expenses which are difficult to pay for out of regular income. For detailed information on benefits paid by the Social Fund see *leaflets GL18 Help From the Social Fund* and *SB16 A Guide to the Social Fund (Detailed Guide)*.

Social Fund Telephone No: 0845 6088629

10.1 Funeral Payments

To qualify you must be responsible for arranging the funeral and be in receipt of Income Support, Income Based JSA, income related ESA, Child Tax Credit paid at a rate which exceeds the Family Element, Working Tax Credit with a Disability or Severe Disability Premium, Housing Benefit, Council Tax Benefit or Pension Credit.

To claim and for more information

Claimants can get form SF200 from the Contact Centre or Pensions Service. They can claim a Funeral Payment from the date the person died and up to 3 months after the funeral. Leaflets D49S *What To Do After a Death in Scotland*; *Department of Work and Pensions Supplement*.

10.2 Cold Weather Payments

If a claimant receives ESA (IR), Income Support, Minimum Guarantee Credit or income-based JSA which includes a disability premium, or the family includes a child under 5, a Cold Weather Payment of £8.50 will be paid automatically when the average temperature at a specified weather station is recorded as, or is forecast to be, 0°C or below, over 7 consecutive days.

More information

See leaflets *GL18 Help from the Social Fund*, and *SB16 Guide to the Social Fund (Detailed Guide)*.

10.3 Winter Fuel Payments

One-off payments to help towards winter fuel bills. Paid to eligible households that include some who is:

- Aged 60 or over, and
- Ordinarily resident in great Britain

You do not need to be getting any benefits. **Winter Fuel Payments do not have to be paid back.**

Claim forms for previous years are available online or by calling the winter Fuel Payments helpline.

More information

See leaflet WFP1 *Winter Fuel Payments*.

10.4 Community Care Grants

Claimants must be receiving Income Support, income related ESA or income-based JSA, or be eligible, or be likely to be eligible on discharge from care.

Non-repayable grants to help people:

- Re-establish themselves in the community or remain in the community
- Set up home as part of a planned resettlement programme
- Care for a prisoner on temporary release
- Ease exceptional pressure on families
- Meet certain travelling expenses.

How to apply

Claimants should call the Contact Centre or Pension Service and ask for *form SF300*.

10.5 Budgeting Loans

Repayable interest-free loans to spread the cost of things other than regular expenses over a period you can manage. If claimants wish to apply, they must have been on Pension Credit, ESA (IR), Income Support or Income-Based JSA for at least 26 weeks.

Minimum loan is £100. Maximum overall loan debt £1,500. Capital Limits £1,000 (£2,000 for over 60s).

How to apply

Claimants should ask at the Contact Centre or Pensions Service for *form SF500*.

10.6 Crisis Loans

Repayable interest-free loans to help people who cannot meet their immediate short-term expenses in an emergency or following a disaster, to prevent serious damage or risk to the health or safety of them, or a member of their family.

Claimants do not have to be getting any benefit to apply for a Crisis Loan.

Telephone No: 0800 328 3036

There is no right of appeal on decisions about Community Care Grant, Social Fund Loans or Crisis Loans.

Claimants have the right to ask for a review. If the review is unsuccessful a review form (IRS 1) with the Freepost address of the Independent Review Service (IRS) should be issued with the Social Fund Review Officer's decision.

11.0 Challenging Decisions

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11.1 Claims Revisions and Appeals

All claims must be made timeously or money will be lost. The date of the claim for most benefits is when you call the Contact Centre, Pension Service etc., providing you return the forms within the time limits **and** provide the information required.

For IS or JSA the time limit can be extended but only for the following reasons:

- The claimant has a “physical, learning, mental or communication difficulty” or it is not reasonably practicable for them to get help with their claim or get the required information or evidence.
- The information or evidence required:
 - Does not exist, or
 - Can only be obtained at serious risk of physical or mental harm to the claimant, or
 - Can only be obtained from a third party and it’s not reasonably practicable for the claimant to get it from them.

For IS, JSA, WTC or CTC the time limits for claiming can be extended for up to 3 months if one of the following reasons apply:

- Have difficulty communicating because you are deaf or blind, or have learning, language or literacy difficulties and it was not “reasonably practicable” for the claimant to get help to make their claim.
- Are ill or disabled and it was not “reasonably practicable” for them to get help to make your claim (this is not accepted as a special reason for JSA). There is no definition of “ill” or “disabled” in the regulations. Existing case law relating to the previous “good cause” provisions could be used where this is helpful.
- Were caring for someone who is ill or disabled and it was not “reasonably practicable” for the claimant to get help to make their claim. They don’t have to live with the person, nor be related to them.
- Were given information by an official of the Department of Work and Pensions which led you to believe that the claim would not succeed.

- Were given written advice by a solicitor or other professional adviser, a medical practitioner, a local authority, or a person working in a Citizens Advice Bureau or similar advice agency, which led you to believe that the claim would not succeed.
- Were given written information about income or capital by an employer or ex-employer, or a bank or building society which led the claimant to believe that the claim would not succeed.
- Were required to deal with a domestic emergency affecting you and it was not “reasonably practicable” for the claimant to get help to make their claim.
- Were prevented by bad weather from attending the Jobcentre.

You could not get through on the designated claim line

The time limit for claiming is extended by up to one month in certain circumstances. This applies to JSA, IS, CTC and WTC. This may apply if:

- The claimant couldn't attend the Jobcentre office to make their claim either because it was closed or because of transport difficulties, and there were no alternative arrangements available, or
- There were adverse postal conditions, or
- The claimant was not sent notice of end of entitlement to a previous benefit until after it ended, or
- The claimants claimed WTC or CTC within one month of the end of IS or JSA entitlement (also Incapacity Benefit or SDA or DPTC claims) or
- The claimant stopped being part of a couple within one month before claiming (but not WTC or CTC) or
- The claimant's partner, parent, son, brother, daughter or sister died within one month of claiming.

11.2 Protective Claims

If someone is only going to be eligible for IS/JSA as the result of a successful AA/DLA claim, workers should ensure that these are claimed for now. As long as the claim goes in ***ON THE SAME DAY OR A FEW DAYS LATER NOT EARLIER***, when the DLA/AA application is successful these claims can be reviewed on the basis of ignorance of material facts and backdated fully. If a protective claim does not get made claimants will lose out. Let the Department of Work and Pensions know it's a protective claim.

11.3 Revision/Appeal

If a claimant disagrees with any decision they should challenge it by way of revision or appeal. A copy of all appeal requests and mandates should be forwarded to the appropriate Welfare Rights Officer. There are strict time limits applicable to all revision/appeal requests. Late revisions supersessions /appeals are only admitted in rare circumstances. Get advice if they are outwith the time limits.

APPENDIX LETTERS

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Date:

Jobcentre Plus
Income Support Section

Dear Sir/Madam

Name: _____

Address: _____

NINO: _____ D.O.B _____

Please revise the entitlement to Income Support/Income Based (JSA) for the above client to include the following premiums.

The reasons are as follows:

If they are not in receipt of Income Support/Income Based (JSA) please send them the necessary claim forms.

As we are acting on the above client, it would be appreciated if you could inform us of your decision.

Yours faithfully

FORM A

Name:
Address:
Ref:
NINO:

Date:

Department of Work & Pensions

Dear Sir/Madam

RE: SOCIAL FUND FUNERAL PAYMENT

I wish to claim the above payment. I am/my partner is in receipt of Income Support, Income Based (JSA), Income Related ESA, Working Tax Credit, Housing Benefit, Council Tax Benefit, CTC (delete as appropriate).

Please send me the appropriate claim form.

Yours faithfully

FORM B

Name:
Address:
Ref:
NINO:
Date:

Department of Work & Pensions

Dear Sir/Madam

I wish to seek a review of decision to:

- Refuse me a Community Care Grant
- Refuse me a Budgeting Loan
- Refuse me a Crisis Loan

My reasons for seeking a review are as follows:

Yours faithfully

FORM C

Name:
Address:
Ref:
NINO:
Date:

Department of Work & Pensions

Dear Sir/Madam

REQUEST FOR REVIEW BY SOCIAL FUND INSPECTOR

I/We would like to ask the Social Fund Inspector to review the decision of the SFO dated _____ refusing payment of my/our request for a Social Fund Loan/Community Care Grant.

My/Our reasons for this request are as follows:

Please send copies of all correspondence to my representative:

Yours faithfully

FORM D

Name:
Address:
Ref:
NINO:
Date:

Department of Work & Pensions

Dear Sir/Madam

REQUEST FOR REVISION/SUPERSESSION

I/We would ask the Decision Maker to revise his/her decision of _____ regarding the following.

My/Our reasons for this request are as follows:

In addition to this please also provide me with a written Statement of Reasons for any decision made.

Please send copies of all correspondence to my representative:

Yours faithfully

FORM E

Name:
Address:
Ref:
NINO:

Date:

Department of Work & Pensions

Dear Sir/Madam

NOTICE OF APPEAL

I wish to appeal against the decision of the Decision-Maker dated _____ concerning my claim for _____

The grounds of my appeal are as follows:

I request an oral hearing to allow me the opportunity to present my case to an Independent Tribunal. I do not waive the period of notice hearing.

Please send copies of all correspondence to my representative:

Although this appeal is not presented in the proper approved format, I believe it meets all the requirements as laid down by the Secretary of State, if this does not satisfy the requirements please forward the appropriate form.

Yours faithfully

FORM F

Name:
Address:
Ref:
NINO:

Date:

Benefits Section

Dear Sir/Madam

I wish to apply for a Discretionary Housing Payment. I believe my individual circumstances to be exceptional and accordingly would request that the appropriate documentation be sent to me.

Please send copies of all correspondence to my representative:

Yours faithfully

FORM G

Name:
Address:
Ref:
NINO:

Date:

Benefits Section

Dear Sir/Madam

I have an enquiry regarding my Local Housing Allowance/Housing Benefit /Council Tax Benefit. I am/am not in receipt of Income Support/Income Based Jobseeker's Allowance.

My landlord is:

Please send copies of all correspondence to my representative:

Yours faithfully

FORM H

Application for Overlapping Housing Benefit.

Benefits Team

Name.....

Address.....

.....

.....

.....

Date.

Ref No

Dear Sir/Madam,

I wish to apply for overlapping Housing Benefit for the above address **and/or**
(delete as necessary) my old Address which was

.....

.....

I make this application under Regulation 7 of the Housing Benefit (General)
Regulations 2006.

I have moved into the new home on and could not
reasonably avoid liability in respect of the two dwellings, due to:

1) The 28 day notice period required by my previous landlord.

2) (Or other reason/s)

.....

.....

.....

.....

Yours sincerely

Signed.....

FORM I

FINANCIAL DETAILS

ARREARS £	P	OUTGOINGS (WEEKLY)	£	P	INCOME (WEEKLY)	£	P
		RENT			CLIENT NET		
		COUNCIL TAX			PARTNER NET		
		MORTGAGE			JSA		
		2ND MORTGAGE			INCOME SUPPORT		
		ELECTRICITY			TAX CREDITS		
		GAS			CHILD BENEFIT		
		OTHER FUEL			CHILD TAX CREDIT		
		LIFE INSURANCE			DLA/AA		
		HOUSE INSURANCE			INCAPACITY BENEFIT		
		T.V. RENTAL			ESA		
		T.V. LICENCE			PENSION (STATE)		
		HOUSEKEEPING			PENSION (WORKS)		
		MAINTENANCE			WIDOW'S PENSION		
		FINES			MAINTENANCE		
		TELEPHONE			CONTRIBUTIONS		
		CLOTHING			OTHER		
		TRAVEL			OTHER		
		CHILDMINDING			OTHER		
		SCHOOL MEALS			TOTAL INCOME		
		REGULAR PRESCRIPTIONS			COMMENTS:		
		OTHER					
		OTHER					
		OTHER					
		TOTAL OUTGOINGS					

WEEKLY BALANCE			MONTHLY BALANCE		
TOTAL INCOME			WEEKLY BALANCE X $\frac{52}{12}$		
LESS OUTGOINGS					
WEEKLY BALANCE			MONTHLY BALANCE		

FORM J

