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(NARWA)

Greenwich's Universal Credit Support Framework

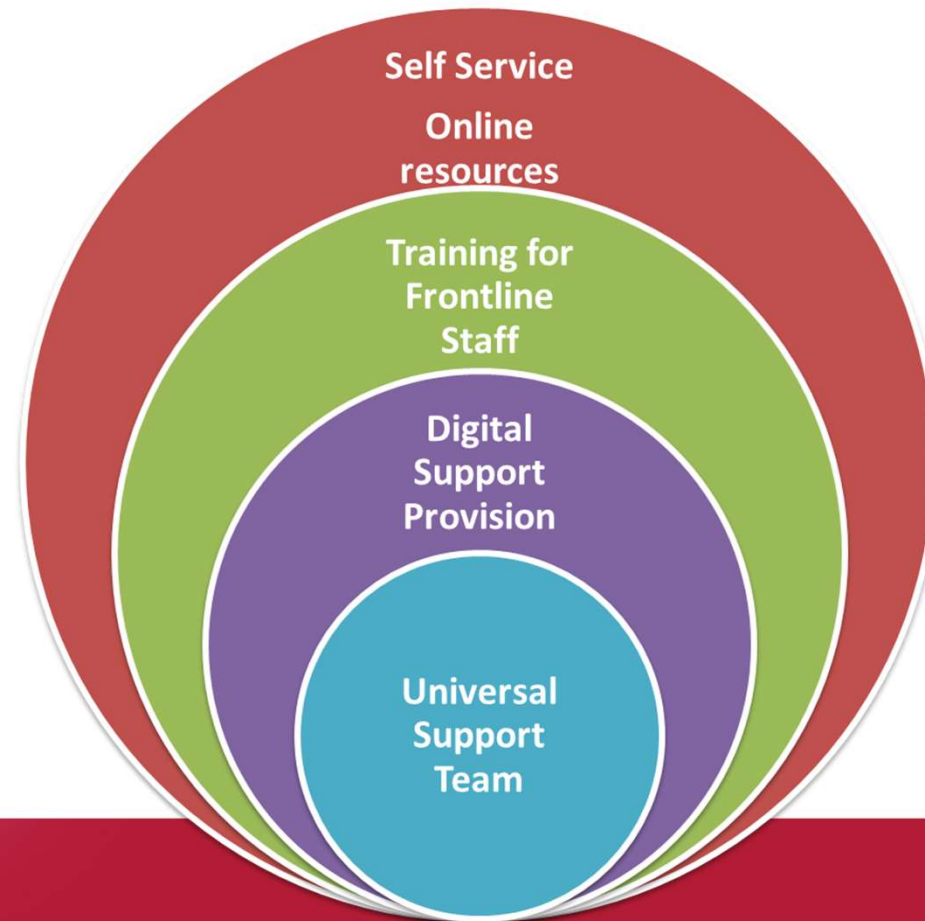
17th September 2019

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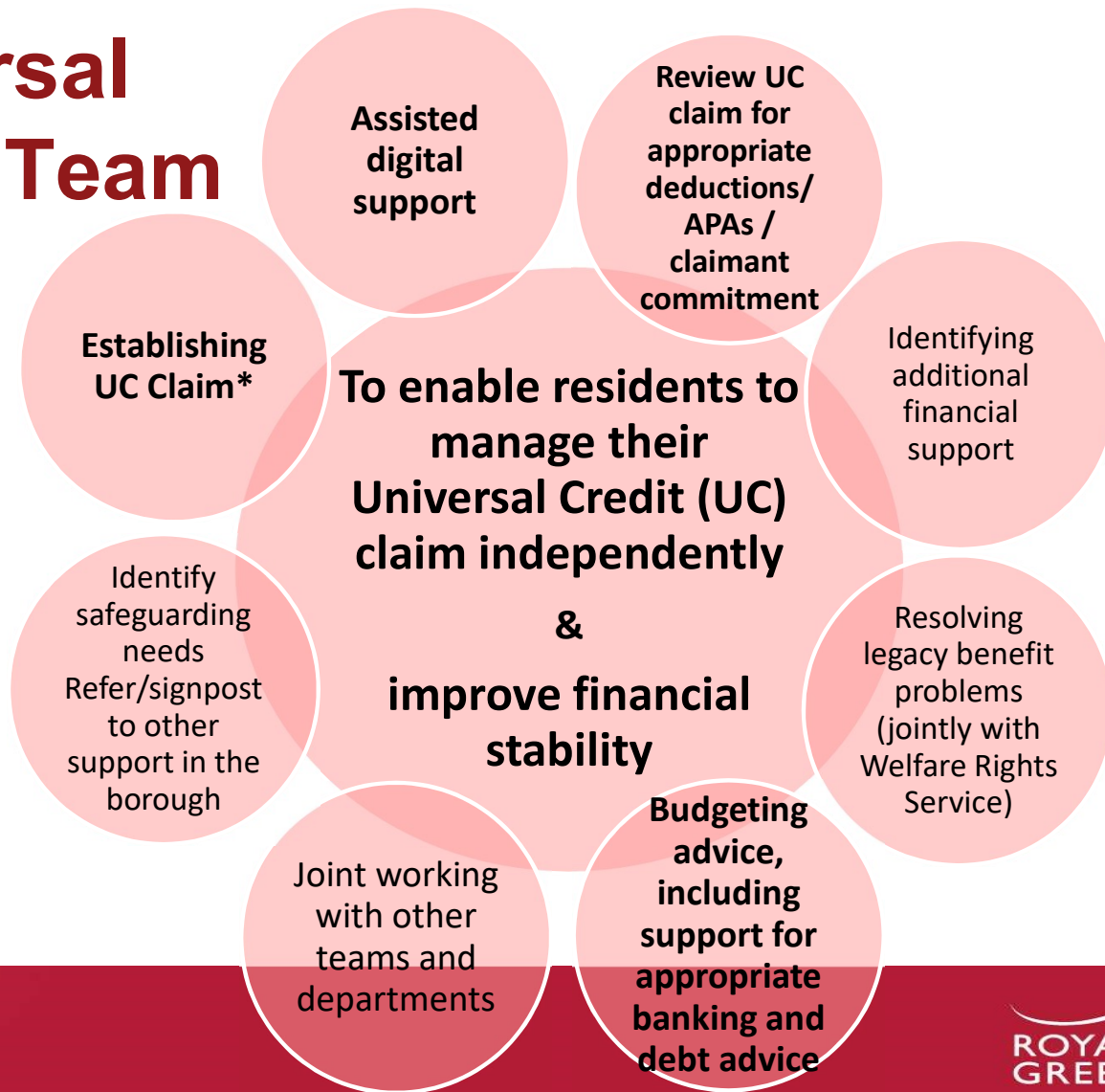
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Universal Credit Support Framework



Universal Support Team




Welfare Rights and Universal Support Team

Welfare Rights Service	Universal Support Team
<ul style="list-style-type: none">• Long established in-house service<ul style="list-style-type: none">• Staffed by Welfare Benefits specialist advisers• Provides front line advice and 2nd tier support for front line council staff and VCS advisers• History of using HB data for take up campaigns<ul style="list-style-type: none">• Funded projects allowing casework with other departments	<ul style="list-style-type: none">• Set up in the last year to support claimants moving to (and on) UC• Aim of team to enable residents to manage their UC claim independently and to improve financial resilience• Scope being widened to meet financial inclusion & council objectives• Holistic approach undertaken, including income maximisation & budgeting advice

Teams co located, fluid joint work

RBG Benefit Safeguarding Alert

Royal Greenwich Benefit Safeguarding Alert 

Guidance - This form can be used to register a benefit safeguarding alert for a benefit claimant living in the Royal Borough of Greenwich.

The alert is a statement that a resident can sign to notify benefit agencies of a vulnerability. In addition, a third party (for example GP, psychiatrist, social worker, welfare rights adviser, family member etc) can confirm that they would like to be contacted if their client's benefit is at risk.

If a professional is subsequently contacted by JCP or one of their partners their assistance may help prevent a significant deterioration in their service user's health.

The safeguarding alert can be used with benefit claimants who have:

- Mental health conditions
- Learning disabilities
- Conditions affecting cognition (including autism or addiction)

Statement by claimant -

I am claiming benefits and wish to notify you of a vulnerability and to nominate a health professional and/or support worker or third party. I request that you ensure that reasonable adjustments are made and additional support provided.

Please tick to confirm you give permission for each of the following -

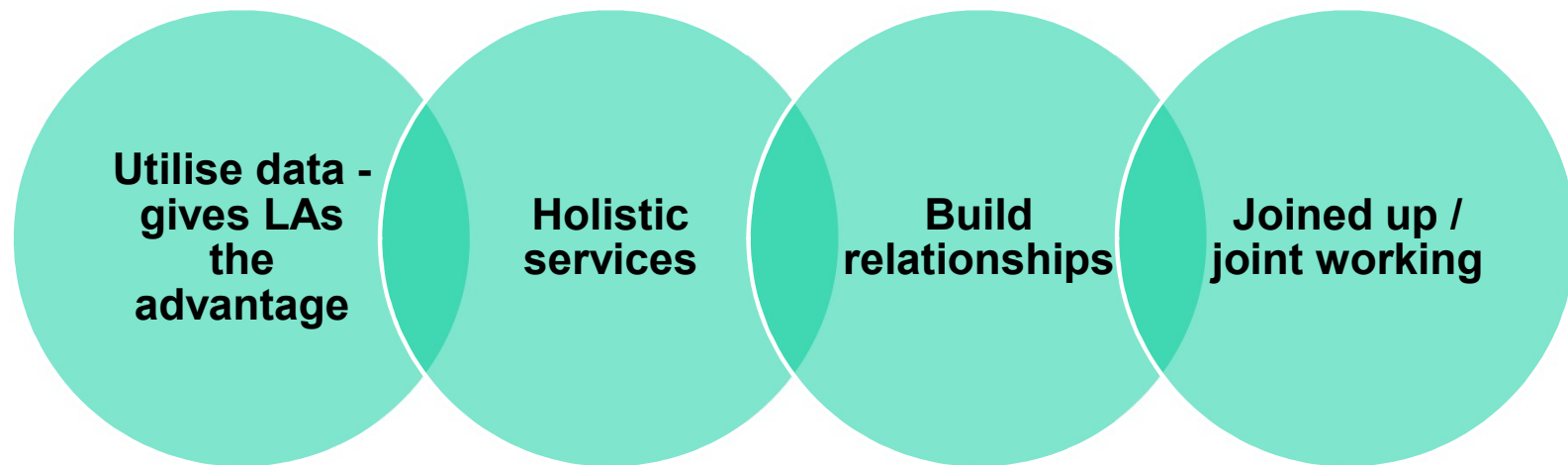
- Please contact the nominated professional and third party as part of any future safeguarding process.
- I authorise my nominated health professional and/or support worker to share information about my ill health and/or disabilities with the Department for Work and Pensions (DWP) and Royal Greenwich (RBG).
- I authorise RBG Advice & Benefits to share information in this alert with other council departments.
- I authorise Royal Greenwich to share information in this alert with JCP, DWP, Work Programme Providers and their sub-contractors, work capability assessment providers.
- I authorise the aforementioned organisations to share information with each other, by phone or email, about my case.
- I agree that RBG will retain this information on my record until I provide a notification that I would like this removed.
- I am aware that if I make a new claim for benefit from RBG in future I may need to complete a new alert form.

My signature:

Date: _____

- Form enables residents to self declare that they have a health condition or vulnerability to DWP/LA
- Can include details of 3rd party and/or health professional who could be contact in event of benefits ending
- Expectation on DWP/JCP and LA to consider appropriate safeguarding procedures where it is in place
- For UC: Work Coach to take into account when considering conditionality and discretion (help to prevent sanction risks)
- DWP interested in wider pilots

What works?



National Association of Welfare Rights Advisers (NAWRA)

- **Aims:** To challenge, influence and improve welfare rights policy and legislation, To promote NAWRA as the national voice of welfare rights advisers.
- **Membership** of NAWRA is available to groups or individuals working in the welfare rights field and/or who support our aims and objectives. Organisation fees £50-£120 per year.
- **Benefits of joining:** Free place for every adviser in your organisation for each of our quarterly conferences, email newsletters, contribute to policy & lobby work