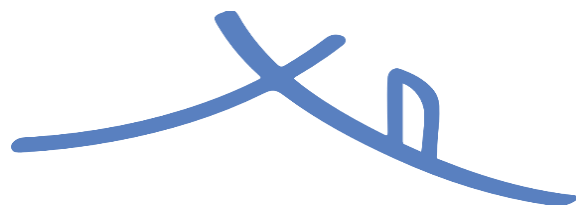


Raise Benefit Bulletin



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Case Study

Client A - Welfare Benefits Team

Client situation

The client lives with his partner and has physical disabilities such as arthritis as well as debilitating anxiety and depression. He has been in receipt of PIP (Personal Independence Payment) enhanced rate daily living and enhanced rate mobility for many years. However, on review of his PIP award this was reduced to the standard rates of both elements. This caused the couple a lot of stress as his partner also has health problems and is in receipt of PIP.

How did we help?

A Mandatory Reconsideration was requested but the decision remained unchanged, we therefore agreed to lodge an appeal and have been waiting several months for an appeal date.

What were the results?

The DWP decided to revise their decision prior to an appeal date being set and Harry was awarded Enhanced Rate Daily Living and Enhanced Rate Mobility plus back pay of £3100.

Client said: 'We are both so relieved that he does not have to attend an appeal and thanks for all your help.'

Client B – Debt Team

Client situation

The client was originally referred to the welfare team by her landlord Plus Dane. She lives with her adult children and her granddaughter. She is in receipt of £79 per month in Universal Credit (UC) with full housing costs included. She is also in receipt of her deceased husband's work pension. This then affects her UC personal allowance bringing it down significantly. The client suffers with poor mobility and is unable to work. Our welfare team did an internal referral to the debt team.

How did we help?

During the triage call, it became apparent that the client had high water arrears, rent arrears, council tax arrears and some other non-priority debts. She has been supporting the entire family on what she receives. She felt that she had to still financially support her adult children, and they didn't contribute to household costs. After the triage call ended, we got in touch with Plus Dane to confirm the outstanding arrears. We then got the client into Breathing Space, so no further action was taken against her for 3 months while we were working on debt solutions. I then contacted the council to confirm the council tax arrears and full breakdown. The client was provided with budgeting advice and tools, such as leaflets and websites to support her with making changes to her income and expenditure.

What were the results?

The client has decided to apply for a Debt Relief Order (DRO) to clear her debts and start again fresh. I made an application to the United Utilities Trust Fund for them to consider paying the £90 DRO Fee for the client to which they have agreed. Her DRO paperwork will soon be ready for submission.

Client C – Enable Team

Client situation

The client is a full-time carer for her daughter so in the past she found it difficult to access employment. She needed something flexible that would ease her back into the workplace. So, the Raise volunteer programme, with its flexible hours fit around her family's care needs.

How did we help?

The client was trained in using printers, scanners, working with database systems, discussing clients benefits and learning a lot about the benefit system. She received intensive one-to-one employment mentoring that allowed her to think about what skills she had to offer and how she might sell herself and her abilities during a job interview. She attended a customer service course run by Raise that focused on how we should speak to Raise clients on the phone to extract the correct information from them to support the clients with their ongoing cases. This helped her prepare for the world of work later on.

What were the results?

The client has now secured employment that takes account of her caring responsibilities and has increased her employability skills and confidence.

Client said 'Everything I have learned has been useful. I can't recommend Raise enough for the training I have had among wonderful people to work with. It has given me a lot more confidence in meeting people. It has also given me more confidence in working for an employer. I now enjoy my life and feel a lot more positive about it'

Raise Enable Employment Support

The Enable Team are still looking for referrals from clients who require support with job search, applying for jobs, and finding suitable training to enhance their career and CV. If you have any clients who are interested, please send details over to our admin team of Jamie and Aidas at Enable@raiseadvice.org.uk

Justina from Enable is running weekly drop ins at the Eldonian Centre every Tuesday if people want to access FREE one to one budgeting and employability support when they sign up to one of the 4 projects to improve their skills. To see more courses available [Training Courses - Raise Advice](#)

Raise Achievements, Successes and Client Feedback

Welfare Benefits Team

(Mike Summers – Welfare Benefits Adviser) This one is more out of interest than anything else [as the Judicial Reviews are quite rare occurrences]:

My client had won a bedroom tax appeal around 2013 on size grounds when she was getting housing benefit. This was in place until she claimed Universal Credit (UC) around the start of the Coronavirus lockdown. When UC was awarded, the DWP did not grant her the extra room and she asked us about a possible appeal. We asked her to put messages in her journal requesting that her housing costs element be reassessed on grounds that one of her bedrooms is too small. The DWP would not acknowledge that the matter was appealable and would not issue a Mandatory Reconsideration. We applied for a first stage protocol Judicial Review. This was successful and a Mandatory Reconsideration was issued – this enables us to now proceed to a Tribunal and represent our client with an appeal against the bedroom tax on size grounds.

(Tim Parkes – Welfare Benefits Adviser)

Just had an £11,000 overpayment of Housing Benefit (HB) written off and HB reinstated for a client who had her HB cancelled in December, without it going to court.

Debt Team

(Christine Brookfield – Money Advice Caseworker)

I had a client with two penalty charges for the value of £526.00. He had bailiffs at his home wanting to seize his car. Had the debt reduced to £21 and bailiff action stopped

(Lois Corso – Money Advice Admin Assistant)

So I have had 2 big water arrears written off;

£2263 and £2560 – both the whole amount requested for the write off.

Enable Team

(Participants on the Enable Projects)

“Yes, it helped me to understand that there are short term and longer-term obstacles that I can tackle” and “Yes it also gave me confidence to face my fears.”

“It helped me to understand the practical obstacles in my way, how to go about contacting people who can help me on my career journey” and “It made me think I was more capable than I realise” and concurred “It’s good to use other people as a sounding board”

“Brilliant, friendly, supportive tutors”.

News from Housing Systems

Some claimants awaiting a work capability assessment will receive

A trial of the additional support will begin in some parts of the country on June 14th. If claimants start working / earning the equivalent of 16 hours a week at minimum wage before their first Work Capability Assessment and are not receiving Personal Independence Payments, Disability Living Allowance and some other benefits they will be treated as fit for work. [Read more here](#)

News from Rightsnet

DWP issues guidance on cost-of-living support payments to be delivered through the benefits system

£650 lump sum payment for people claiming qualifying low-income benefits - that includes universal credit, pension credit or tax credits;

£150 lump sum payment for people with a disability who are also getting a qualifying disability benefit - such as personal independence payment, disability living allowance or attendance allowance - that will be paid in addition to other cost of living support payments the claimant is entitled to

Extra £300 that will be paid to people who are entitled to a winter fuel payment for winter 2022 to 2023, that will also be paid in addition to any other cost of living support payments. [Read more here](#)

News from CPAG

New analysis: 1.8m households on universal credit have benefit deductions

An estimated 1.8 million households on universal credit (UC) are having to live on significantly less than they are entitled to because the DWP is deducting debt repayments from their benefits at an unaffordable rate. There are an estimated 2 million children in these households. [Read more here](#)

News from Citizens Advice

Scams Awareness Fortnight

Our annual Scams Awareness campaign aims to create a network of confident, alert consumers who know what to do when they spot a scam. This year's campaign will take place 13 - 26 June. [Read more here](#)

Raise Website & Social Media

Raise has a website! You can find us at www.raiseadvice.org.uk where you can find all the relevant information about Raise. We will also be publishing our monthly bulletin on our new site, however if you prefer a PDF copy, let us know and we can arrange it.

Raise Socials. Give us a follow and share on the links below.

[Raise Advice | LinkedIn](#)

[@RaiseAdvice | Instagram](#)

[@RaiseAdvice | Twitter](#)

<https://www.facebook.com/RaiseAdvice>

Further support, information and training

Find all **Raise Benefit Bulletins** on our website <https://www.raiseadvice.org.uk/>

CPAG produce useful updates for professional in [Welfare Rights Bulletin](#). You can also sign up to receive the paper version at a cost.

The **DWP** produce useful items for professionals in [Touchbase](#): DWP news about work, working-age benefits, pensions and services.

Newcastle Welfare Rights provide [benefit bulletins](#) for professionals.

Housing systems also provide an [newsletters](#) for Housing Association professionals.

Citizens Advice produce useful updates via [Advisor](#).

About Raise Advice

We are a charity covering Liverpool and the surrounding areas. We receive funding from Registered Social Landlords to provide welfare rights, debt and financial capability advice to their tenants. To make a referral please visit our [Referral Portal](#)

About Raise Training

We have provided Welfare Rights training to Housing Associations since 2008. Please see our [website](#) for a list of training available. Our training is written with Housing Association tenants in mind and we use our clients to inform the content of all our training material. All of our training can be tailored to meet the learning requirements of your staff. If you wish to speak to us about bespoke training, please email us at training@raiseadvice.org.uk