

## Universal Credit Trusted Partners

[Trusted Partners](#)

[Applying for an alternative payment arrangement](#)

[Ongoing support for the claimant](#)

### Trusted Partners

Trusted Partners are registered social landlords (including stock owning local authorities) that have made an agreement with DWP. They have agreed to support their tenants, where possible with financial and personal budgeting issues. In exchange they are allowed to request Alternative Payment Arrangements (APAs) for their tenants whenever they identify a need. DWP will implement them without challenge.

The following organisations are Trusted Partners (to search the list use 'Ctrl + F', press the control key hold it down and press the F key at the same time - this generates a search box allowing you to type in the text required which will then highlight that text in the list):

- A2Dominion
- Aberdeen City Council
- Aberdeenshire Council
- Abertay Housing Association
- Ability Housing association
- Abronhill Housing Association
- Accent Housing
- Accord
- Acis Group Ltd
- Action Housing & Support LTD
- Adactus Housing Association
- Adullam Homes Housing Association Ltd
- Adur District Council
- Aelwyd Housing Association
- AGUDAS ISRAEL HOUSING ASSOCIATION LTD
- Albyn Housing Society Ltd
- Aldwyck Housing Group
- Alliance Homes
- Almond Housing
- ANCHO Limited
- Anchor
- Angus Council
- Angus Housing Association Ltd
- Apna Ghar Housing Association
- Arawak Walton Housing Association Limited
- Arches Housing
- Arcon Housing Association
- Ardenglen Housing Association
- Argyll Community Housing Association
- Arhag Housing Association Limited
- ARK Housing Association LTD
- Arklet Housing Association
- Arun District Council
- Ashfield District Council
- Ashford Borough Council
- Ash-Shahada Housing Association
- Ashton Pioneer Homes

- Aspire Housing
- Aster
- ateb group
- Atrium Homes
- Axiom Housing Association Ltd
- Ayrshire Housing
- B3 Living
- Babergh District Council
- Barnet Homes
- Barnsbury Housing Association
- Barnsley Council
- Barony
- Barrhead Housing Association
- Barrow Borough Council
- Basildon Borough Council
- Bassetlaw District Council (formally A1 Housing Bassetlaw Ltd)
- Battersea Tenants Co-operative Limited
- Bedford Citizens Housing Association
- Beech Housing Association
- Bellsmyre Housing Association
- Bernicia Homes
- Berwickshire Housing Association
- Bield Housing and Care
- Birmingham City Council
- Birmingham Civic Housing Association
- Black Country Housing Group Limited
- Blackpool Coastal Housing
- Blackwood Homes and Care
- Blairtummock Housing Association Ltd
- Blochairn Housing Association
- Blue Square Residential Limited
- Bolsover District Council
- Bolton at Home
- Boston Mayflower Ltd
- Bournemouth Borough Council
- Bournemouth Churches Housing Association
- Bournville Village Trust
- bpha Limited
- Brentwood Borough Council
- Brentwood Housing Trust Ltd
- Bridgewater Housing Association Limited
- Brighton & Hove City Council
- Brighton Housing Trust
- Bristol City Council
- Bro Myrddin Housing Association
- Broadacres Housing Association
- Broadland Housing Association
- Brockley Tenants' Co-operative Ltd
- Bromford
- Bromsgrove District Housing Trust
- Bron Afon Community Housing
- Broxtowe Borough Council
- Brunelcare
- Byker Community Trust

- Cadder Housing Association
- Cadwyn Housing Association
- Caerphilly County Borough Council
- CAIRN HOUSING ASSOCIATION
- Caledonia Housing Association
- Calico Homes
- Calvay Housing Association
- Cambridge City Council (City Homes)
- Cambridge Housing Society
- Cannock Chase Council
- Cardiff Community Housing Association
- Cardiff Council
- Carmarthenshire County Council
- Cartrefi Conwy
- Cartrefi Cymunedol Gwynedd
- Cassiltoun Housing Association
- Castle Point Borough Council
- Castle Rock Edinvar HA Ltd
- Castlehill Housing Association
- Castles and Coasts Housing Association Ltd
- Catalyst Housing
- CDS - Cooperatives
- Central & Cecil Housing Trust
- Central Bedfordshire Council
- Centrepoint
- Cernach Housing Association
- Charing Cross Housing Association
- Charnwood Borough Council
- Charter Housing Association
- Cheltenham Borough Homes Ltd
- Cheshire West and Chester Council managed by ForHousing (formally ForHousing)
- Chesterfield Borough Council
- Chorley Community Housing
- Chorley Council
- Chorus Homes Limited
- CHP
- Christian Action (Enfield) Housing Association Ltd
- City of Lincoln Council
- City of York Council
- CityWest Homes
- Clackmannanshire Council
- Clarion Housing Group (ex Circle Housing)
- Clarion Housing Group (formerly Affinity Sutton Homes)
- Cloch Housing Association
- Clwyd Alyn Housing Association
- Clyde Valley Housing Association Ltd
- Clydebank Housing Association
- Clydesdale Housing Association Limited
- Coast & Country Housing Ltd
- Coastal Housing Group
- Coastline Housing
- Cobalt Housing Limited
- Colchester Borough Homes
- Colne Housing

- Community Gateway Association
- Community Housing Group
- Connect Housing Association
- Contour Homes
- Co-op Homes (South) Ltd
- Copperworks Housing Association
- Corby Borough Council
- Cordale Housing Association
- Cornerstone Housing
- Cornwall Housing Ltd
- Cornwall Rural Housing Association
- Cotman Housing
- Cottsway Housing
- Council of the Isles of Scilly
- Craigdale Housing Association
- Crawley Borough Council
- Crosby Housing Association
- Cross Keys Homes Limited
- CROWN SIMMONS HOUSING
- Croydon Churches Housing Association
- Croydon Council
- Cube
- Cunninghame Housing Association Ltd
- Curo
- Cynon Taf Community Housing Group
- Dacorum Borough Council
- Dale and Valley Homes
- Dalmuir Park Housing Association
- Darlington Borough Council – Housing & Building Services
- Darlington Housing Association trading as North Star
- Dartford Borough Council
- Denbighshire Housing, Denbighshire County Council
- Derby Homes Limited
- Derwen Cymru
- "Derwent Housing Association trading as Derwent Living"
- Devon and Cornwall Housing Limited
- Drumchapel Housing Co-operative Limited
- Dudley Metropolitan Borough Council
- Dumfries and Galloway Housing Partnership
- Dunbritton Housing Association
- Dundee City Council
- Dunedin Canmore
- Durham Aged Mineworkers Homes Association
- Durham City Homes
- Ealing Council
- East Ayrshire Council
- East Boro Housing Trust
- East Devon District Council
- East Dunbartonshire Council
- East Durham Homes
- East End Homes Limited
- East Kilbride Housing Association
- East Lothian Council

- East Lothian Housing Association Ltd
- East Renfrewshire Council
- East Riding of Yorkshire Council
- East Suffolk Council (formally Waveney District Council)
- East Thames Limited
- Eastbourne Borough Council
- Easthall Park Housing Co-operative
- EBONY SISTREN HOUSING ASSOCIATION
- Eden Housing
- Eildon Housing Association
- Ekaya Housing Association
- Elderpark Housing Association Ltd
- Eldon Housing Association Ltd
- Eldonian Community Based Housing Association Ltd
- Elim Housing Association Limited
- emh homes
- Endeavour Housing Association trading as North Star
- English Rural Housing Association
- Enham Trust
- EPIC
- Epping Forest District Council
- EQUITY HOUSING GROUP
- Estuary Housing Association Ltd
- Exeter City Council
- Faifley Housing Association Ltd
- Fairfield Housing Co-operative
- Falcon Rural Housing Ltd
- Falkirk Council
- Family Housing Association Ltd (Birkenhead & Wirral)
- Family Housing Association Wales LTD
- Family Mosaic
- "Family Optima
- Part of West Mercia Housing Group"
- Fareham Borough Council
- Ferguslie Park Housing Association
- Fife Council
- Fife Housing Group
- First Choice Homes Oldham
- Flagship Group
- Flintshire County Council
- Folkestone, Hythe and District Council - East Kent Housing
- ForgeWood Housing Co-operative Ltd
- ForHousing Eccles (formally City West Housing Trust)
- ForHousing Knowsley/Oldham (formally Villages Housing Association)
- Forth Housing Association Ltd
- Fortis Living
- Freebridge Community Housing Limited
- Friendship Care and Housing
- Futures Housing Group
- Fyne Homes
- Gardeen Housing Association
- Garrion People's Housing Co-operative Ltd
- GCHA
- Gedling Homes

- Genesis Housing Association
- Gentoo Group Ltd
- Glasgow Housing Association
- Glasgow West Housing Association
- Glen Housing Association
- Glen Oaks Housing Association
- Gloucester City Homes
- Golden Gates Housing Trust
- Golding Homes
- Goodwin Development Trust
- Gosport Borough Council
- Govan Housing Association
- Govanhill Housing Association
- "Grainger Trust Plc
- C/O Grainger Residential Management Limited"
- Grampian Housing Association
- Grand Union Housing Group
- Gravesham Borough Council
- Great Places Housing
- "Great Yarmouth Community Housing"
- Greatwell Homes (formally Wellingborough Homes)
- Greenfields Community Housing
- GreenSquare
- Grŵp Cynefin
- Guildford Borough Council
- Habinteg Housing Association
- Hackney Council
- Hafod Housing Association
- Halton Housing
- Hanover Housing Association
- Hanover(Scotland) Housing Association
- Harbour Light Assisted Living CIC
- Harlow District Council
- Harrogate Borough Council
- Harrogate Housing Association
- Harrow Churches Housing Association
- Hastoe Housing Association
- Hawthorn Housing Co-operative Ltd
- Hebridean Housing Partnership Ltd
- Helena Partnerships
- Hellens Residential Limited
- Herefordshire Housing Ltd
- Hexagon Housing Association
- High Peak Borough Council
- Highland Council
- Hightown Housing Association
- Hillcrest Housing Association Ltd.
- Hillhead Housing Association 2000
- Hinckley and Bosworth Borough Council
- Hjaltland Housing Association Ltd
- Home from Home Housing Association
- Home Group
- Homeless Action Resource Project
- Homes for Haringey

- Homes for Life Housing Partnership
- Homes in Sedgemoor
- Horizon Housing Association
- Hornsey Housing Trust
- Horton Housing Support Ltd
- Housing for Women
- Housing Solutions
- Housing21
- Housing21- formerly Housing&care21
- Howard Cottage Housing Association
- Hull Churches Housing Association
- Hull City Council
- Hundred Houses Society Ltd
- Hunters Hall Housing Co-op Ltd
- Hyde Housing Association
- Hyde Martlet Homes
- Hyndburn Homes
- Impact Housing
- Incommunities Group Ltd
- Industrial Dwellings Society (1885)
- Innisfree Housing Association
- Inquilab Housing Association
- IOACC (Housing Services)
- Ipswich Borough Council
- Irwell Valley Homes
- Islington & Shoreditch Housing Association
- Islington Council
- Johnnie Johnson Housing
- Joseph Rowntree Housing
- Karbon Homes Ltd
- Kendon Housing Association Limited
- Keniston Housing Association
- Kettering Borough Council
- Key Housing Association
- King's Barton Housing Association Limited
- Kingdom Housing Association
- Kingsridge Cleddans Housing Association Ltd
- Kingston Churches Housing Association
- Kirkdale Housing Co-operative
- Kirklees Neighbourhood Housing
- Knightstone Housing
- Knowes Housing Association
- Knowsley Housing Trust
- Lambeth & Southwark Housing Association
- Lambeth Housing Services
- Lanarkshire Housing Association Ltd
- Lancaster City Council
- Langstane Housing Association Ltd
- Larkfield Housing Association
- Leasowe Community Homes
- Leeds and Yorkshire Housing Association Limited
- Leeds City Council
- Leeds Federated Housing Association
- Leeds Jewish Housing Association

- Leicester City Council
- Lewes District Council
- Lewisham Homes
- Linc-Cymru Housing Association
- Lincolnshire Rural Housing Association
- Link Group Ltd.
- Linstone Housing
- Linthouse Housing Association
- Lister Housing Co-operative Ltd
- Littlehampton & Rustington Housing Society Ltd
- Liverpool Jewish Housing Association Ltd
- Liverpool Mutual Homes
- Livin
- Local Space Limited
- Lochaber Housing Association
- Lochalsh & Skye Housing Association
- Lochfield Park Housing Association
- London and Quadrant Housing Trust
- London Borough of Barking and Dagenham
- London Borough of Brent
- London Borough of Camden
- London Borough of Enfield
- London Borough of Hammersmith and Fulham
- London Borough of Harrow
- London Borough of Havering
- London Borough of Hillingdon
- London Borough of Hounslow
- London Borough of Newham
- London Borough of Redbridge
- London Borough of Waltham Forest
- London Borough of Wandsworth
- Longhurst and Havelok Homes Ltd
- Look Ahead Care and Support
- Loreburn Housing Association
- Loretto Housing
- Luton Borough Council
- Luton Community Housing Limited
- Magenta Living
- Magna Housing Ltd
- Manningham Housing Association
- Manor Estates Housing Association Ltd
- Mansfield District Council
- Maryhill Housing Association
- Medway Council
- Melin Homes Ltd
- Melton Borough Council
- Melville Housing Association Limited
- Meres & Mosses Housing Association
- Merlin Housing Society
- Merthyr Tydfil Housing Association
- Merthyr Valleys Homes
- Metropolitan Housing Trust
- MHS Homes
- Mid Devon District Council



- Mid Suffolk District Council
- Mid Wales Housing Association
- Midland Heart Housing Association
- Midlothian Council
- Milnbank Housing Association
- Milton Keynes Council Housing & Regeneration
- Moat Housing
- Molendinar Park Housing Association
- Monmouthshire Housing Association
- Moray Council
- Mosscafe St Vincent's Housing
- Mount Green Housing Association Ltd
- Muir Group Housing Association
- Muirhouse Housing Association Ltd
- Nehemiah Housing
- Network Homes
- New Charter Homes
- New Forest District Council
- New Gorbals Housing Association
- New Progress Housing Association
- New Swift Housing Co-op Limited
- New World Housing
- Newark and Sherwood District Council
- Newlon Housing
- Newport City Homes Housing Association Limited
- Newydd Housing Association
- nghomes
- North Ayrshire Council
- North Camden Housing Cooperative
- North Devon Homes
- North Kesteven District Council
- North Lanarkshire Council
- North London Muslim Housing Association Ltd
- North Tyneside Council
- North View Housing Association
- North Wales Housing Association
- North Warwickshire Borough Council
- North West Leicestershire District Council
- Northampton Partnership Homes
- Northumberland County Council
- Northwards Housing
- Norwich City Council
- Notting Hill Housing
- Nottingham City Homes
- Nottingham Community Housing Association
- Nuneaton & Bedworth Borough Council
- Oadby and Wigston Borough Council
- Oak Tree Housing Association
- Ocean Housing
- Ochil View Housing Association
- Octavia
- Odu-Dua Housing Association
- One Housing Group
- One Manchester

- One Manchester – City South Manchester
- One Vision Housing
- Ongo Homes Limited
- Onward Homes Limited
- Optivo
- Orbit (formally Orbit Group)
- Ore Valley Housing Association
- Origin
- ORIONE CARE
- Orkney Housing Association
- Orkney Islands Council
- Orwell Housing Association
- Osprey Housing
- Osprey Housing Moray
- Oxford City Council
- PA Housing Ltd
- Paisley Housing Association
- Papworth Trust
- Paradigm Homes Charitable Housing Association Ltd
- Paragon Housing Association Limited
- Parkhead Housing Association Ltd
- Partick Housing Association
- Peabody Trust
- Peaks & Plains Housing Trust
- Pembrokeshire County Council
- PENGE CHURCHES HOUSING ASSOCIATION
- Pentland Housing Association
- People First
- Perth and Kinross Council
- PHA Homes
- Phoenix Community Housing
- Pickering and Ferens Homes
- Pierhead Housing Association
- Pine Court Housing Association
- Pine Ridge Housing Association
- Pineview Housing Association Limited
- Places for people
- Plexus UK First Project Limited
- Plus Dane Housing
- Plymouth Community Homes
- Poole Housing Partnership
- Poplar H.A.R.C.A.
- Port of Leith Housing Association
- Portsmouth City Council
- Powys County Council
- PRESTWICH & NORTH WESTERN HOUSING ASSOCIATION LIMITED
- Prospect Community Housing
- Provanhall Housing Association Limited
- Queens Cross Housing Association
- Radcliffe Housing Society
- Radian Group Limited
- Railway Housing Association
- Raven Housing Trust
- RBH

- Reading Borough Council
- Red Kite Community Housing
- Redditch Borough Council
- Redditch Friends Housing Association Limited
- Regenda Homes
- Reidvale Housing Association
- Renfrewshire Council
- Rhondda Housing Association
- Richmond Housing Partnership
- Richmondshire District Council
- River Clyde Homes
- Riverside
- Rooftop Housing Group Ltd
- Rosebery Housing Association
- ROSEHILL HOUSING CO-OPERATIVE LIMITED
- Rotherham Borough Council
- Royal Borough of Greenwich
- Royal Borough of Kensington and Chelsea
- Royal Borough of Kingston Upon Thames
- Ruchazie Housing Association
- Rugby Borough Council
- Runnymede Borough Council
- Rural Stirling Housing Association
- Rutherglen and Cambuslang Housing Association
- Rykneld Homes LTD
- S4B Housing
- SADEH LOK LTD
- Saffron Housing Trust Ltd
- Sage Housing
- Salix Homes
- Salvation Army Housing Association
- Sanctuary Housing Association
- Sandbourne Housing Association
- Sandwell MBC
- Sapphire Independent Housing Limited
- Saxon Weald (formally Saxon Weald Homes Ltd)
- Scottish Borders Housing Association
- Selby District Council
- Selwood Housing Society Limited
- settle
- Severn Vale Housing Society
- Severnside Housing
- SHAL Housing
- Sheffield City Council
- Shepherds Bush Housing Association
- Shetland Islands Council
- Shettleston Housing Association
- Shian Housing Association
- Shire Housing Association
- Shoreline Housing Partnership
- Shropshire Towns and Rural Housing
- Silva Homes (formally Bracknell Forest Homes)
- Six Town Housing
- Slough Borough Council

- Soha Housing Limited
- Solihull Community Housing
- Solon South West Housing Association
- Somerset West and Taunton Council (formally Taunton Deane Borough Council)
- South Ayrshire Council
- South Cambridgeshire District Council
- South Derbyshire District Council
- South Devon Rural Housing Association
- South Essex Homes
- South Holland District Council
- South Kesteven District Council
- South Lakes Housing
- South Lanarkshire Council
- South Liverpool Homes
- South Mildmay Tenants Co-operative Ltd
- South Shropshire Housing Association
- "South Staffordshire Housing Association (SSHA)"
- South Tyneside Homes
- South Western Housing Society Ltd
- South Yorkshire Housing Association
- Southampton
- Southdown Housing Association
- Southern Housing Group
- Southside Housing Association
- Southwark
- Southway Housing Trust
- Sovereign Housing Association
- Spire Homes
- Spireview Housing Association
- Spitalfields Housing Association
- St Albans City and District Council
- St Leger Homes of Doncaster
- St Mungo's Housing Association
- St Peter's (Saltley) Housing Association
- Stafford and Rural Homes
- Staffordshire Housing
- Starley Housing Co-operative
- Steve Biko Housing Association
- Stevenage Borough Council
- Stirling Council
- Stockport Homes
- Stoke on Trent City Council
- Stoke-on-Trent Housing Society
- Stonewater
- Stroud District Council
- Suffolk Housing Society
- Sussex Housing & Care
- Sutton Housing Partnership
- SUTTON HOUSING SOCIETY LTD
- SW9 Community Housing
- Swan Housing
- Swansea Council
- Swindon Borough Council

- Taff Housing Association
- Tai Calon Community Housing Ltd
- Tai Ceredigion
- Tai Gwalia Cyf
- Tai Tarian Ltd
- Tamar Housing Society
- Tamil Community Housing Association
- Tamworth Borough Council
- Tandridge District Council
- TCUK Homes Ltd
- Teachers' Housing Association
- Teesdale Housing Association trading as North Star
- Teign Housing
- Tendring District Council
- Thames Valley Housing Association
- The Buckinghamshire Housing Association (Bucks Housing)
- The City of Edinburgh Council
- The Gateshead Housing Company
- The Guinness Partnership
- The Havebury Housing Partnership
- The Pioneer Group
- The Wrekin Housing Trust
- Thenue Housing Association
- Thirteen Housing Group Limited
- Thistle Housing Association
- Thrive Homes
- Thurrock Council
- Together Housing Group Limited
- Tollcross Housing Association Ltd
- Tower Hamlets Community Housing
- Tower Hamlets Homes
- Town & Country Housing
- Trafalgar Housing Association
- Trafford Housing Trust
- Transform Housing & Support
- Trent and Dove Housing
- Triangle Housing Co-operative Ltd
- Trident Housing Association
- Trivallis Ltd
- Trust Housing Association Ltd
- Tuntum Housing Association
- Two Rivers Housing
- Tyne Housing Association Ltd
- United Communities
- United Welsh
- Unity Housing Association
- Uttlesford District Council
- Vale of Aylesbury Housing Trust
- Vale of Glamorgan Council
- Valleys to Coast Housing
- Vectis Housing Association
- Victory Housing Trust
- Viewpoint Housing Association
- Vivid Housing Limited

- Wakefield and District Housing Ltd
- Wales & West Housing Association
- Walsall Housing Group (WHG)
- Waltherton & Elgin Community Homes Ltd
- Waltham Forest Housing Association Ltd (WFHA)
- Wandle Housing Association
- Warrington Housing Association
- Warwick District Council
- Warwickshire Rural Housing Association
- Waterloo Housing (formally Waterloo Housing Association)
- Watermans Housing Co-op
- Watford Community Housing
- Watmos Community Homes
- Waverley Borough Council
- Waverley Housing
- Wealden District Council
- Weaver Vale Housing Trust
- Wellhouse Housing Association
- Welwyn Garden City Housing Association Limited
- Welwyn Hatfield Borough Council
- Weslo
- West Dunbartonshire Council
- West Granton Housing Co-op
- West Hampstead Housing Co-op
- West Highland Housing Association Ltd
- West Kent Homes
- West Lancashire Borough Council
- West Lothian Council
- West Lothian Housing Partnership
- West Mercia Homes
- West of Scotland Housing Association Ltd
- West Whitlawburn Housing Co-operative Ltd
- Westfield Housing Association
- Westlea Housing Association
- Westward Housing
- Westway Housing Association Limited
- White Horse Housing
- Whitefriars
- Whiteinch & Scotstoun Housing Association
- Wigan Council
- Williamsburgh Housing Association Ltd
- Wiltshire Council
- Winchester City Council
- Winchester Working Men's Housing Society Limited
- Wirral Methodist Housing Association Ltd
- Wishaw and District Housing Association
- Woking BC (New Vision Homes)
- Wokingham Borough Council
- Wolverhampton Homes Limited
- Women's Pioneer Housing Ltd
- Worthing Homes Limited
- Wrexham County Borough Council
- Wydean Housing Association
- Wythenshawe Community Housing Group

- Yarlington Housing Group
- YMCA Cheltenham
- YMCA Fairthorne Housing
- YMCA St Helens
- YMCA St Paul's Group
- YMCA Worcestershire
- Yoker Housing Association Ltd
- York Housing Association
- Yorkhill Housing Association
- Yorkshire Coast Homes
- Yorkshire Housing Limited
- Your Homes Newcastle
- Your Housing Group:

### **Northern Ireland Landlords**

- Apex Housing Association
- Ark
- Choice Housing Association
- Clanmil Housing association
- Connswater
- Grove
- Habinteg Housing Association (Ulster)
- Newington
- North Belfast
- Northern Ireland Housing Executive (NIHE)
- Radius Housing Association
- Rural Housing
- South Ulster
- St Matthews
- Triangle
- Woodvale & Shankill

### **Applying for an Alternative Payment Arrangement**

Trusted Partners can use normal channels to apply for a Managed Payment to a Landlord (MPtL) and can also create APA requests using the Landlord Portal. The Trusted Partner list must be checked when considering all MPtL requests. DWP must implement MPtL requests from trusted partners without challenge.

### **Ongoing support for the claimant**

In return, the Trusted Partner landlord is expected to identify if the claimant needs support, for example - advice about debt. They are expected to signpost them to the relevant organisation for that support.

Trusted Partners in Great Britain can signpost Universal Credit claimants to the Citizens Advice Help to Claim. Any claimant who requires support to make a new Universal Credit claim or is moving from a Legacy benefit to Universal Credit following a change of circumstances can access Help to Claim.

Help to Claim can be accessed any time until the first full correct payment of Universal Credit is made. There are no specific eligibility criteria for the type of claimants who can access support. Help to Claim is voluntary.

Trusted Partners can also signpost claimants to the money advice/debt advice or to the Jobcentre to discuss money advice /debt advice.

The Trusted Partners will review the need for an APA throughout the claimant's tenancy and let Universal Credit know when the APA is no longer needed.