

National provision

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Introduction

There is a wide range of provision available to claimants, both national and local to help them obtain the skills and experience they need to get work, more work or better paid work.

Any work related provision which will support the claimant is identified and can be a single activity or several activities which address problems like debt, health or basic skills.

There are broadly 3 types of support to address barriers to work:

- provision delivered as part of the Jobcentre Plus Offer arranged by local Employer and Partnerships Teams, for example, Work Experience, sector-based work academies and provision locally procured through the Flexible Support Fund
- contracted employment programmes for claimants run by providers on behalf of DWP, arranged by district or national contracts
- non contracted provision, that is non-DWP programmes that are also open to claimants, for example:
 - those run by (or contracted to) Department for Education such as traineeships
 - Local Authorities
 - Charities, for example The Prince's Trust
 - the Scottish government or the Welsh government
 - private-sector schemes such as Movement to Work.

Specific local provision opportunities are shown on the District Provision Tool.

Provision to address barriers to work

Addressing barriers to work, the work experience and skills needs of the claimant should be considered from the first Commitments meeting and throughout their ongoing Labour Market regime.

Claimants will receive support to:

- develop realistic job goals
- develop an up to date CV at the start of their claim, updating it throughout their claim
- apply for jobs and Apprenticeships
- apply for other work related training or work experience opportunities.

National organisations also provide additional advice and guidance that may support claimants, such as:

- the National Careers Service in England, (with many careers advisors co-located in Jobcentres)
- Careers Wales
- Skills Development Scotland

Skills

Having the correct skills is essential for claimants when they are looking for work or progressing in their current employment. It is therefore vital that claimants are screened for essential:

- basic skills
- maths
- English (spoken and written)
- digital capability/information and communications technology (ICT)

Identifying skills gaps (sometimes called skills screenings) is an integral part of the meetings with claimants. This includes observing the claimants and having discussions to gather evidence on skills, qualifications, previous training and work history. The information gathered will help determine whether the claimant has any potential skills gaps and/ or whether they need to reconsider their job goals.

Where further investigation of basic literacy and numeracy skills is needed claimants can be asked to complete the 'Fast Track Screening Tool' in England and Wales or the 'Literacy and Numeracy Alerting Questions' in Scotland.

A claimant may also be referred or signposted to one or more of the following:

- in depth diagnostic skills assessment – giving a specific breakdown of claimant's skills need and identifying claimants' skill levels to make appropriate decisions about training courses for claimants
- basic skills training
- English Speakers of Foreign Languages (ESOL) training
- Information & communication technology (ICT) training
- employability training
- vocational training
- sector based work academy placements
- training funded by the Education and Skills Funding Agency
- training funded by the Scottish and Welsh governments
- training courses offered by organisations locally that are on the District Provision Tool

These are examples, not a full list.

In England, benefit claimants are eligible for training fully-funded by the Department for Education through the Education and Skills Funding Agency (ESFA). All adults are eligible for English and Maths training up to Level 2. Young people aged up to 23 can get fully-funded training up to a first Level 3. Unemployed people receiving Universal Credit, Jobseekers Allowance or Employment and Support Allowance are eligible for fully-funded training up to Level 2 where this will help them find work. Claimants of other benefits may also get this support at the discretion of the training provider.

Department for Education rules for England also allow training providers the discretion to fully fund training to learners who are in work, including those in receipt of Universal Credit, if their gross annual salary is less than £15,736.50 (academic year 2018/19; £16,009.50 in 2019/20).

Further education and skills policy and delivery in Scotland and Wales is the responsibility of the Scottish and Welsh Governments.

Periods of education and training are generally expected to be of a fairly short duration. This is usually up to 8 weeks, except in specific circumstances for example where claimants have very low skills, such as:

- maths
- English
- ESOL
- ICT

There may be some variations to this in Scotland and in Wales.

When considering referrals to training, especially for in-work claimants, providers need to confirm that skills funding is available.

Universal Credit is not intended to be a substitute for education maintenance or other educational grants. See Students.

Pre-employment training (PET)

Skills training/Pre-employment Training (PET) is any training to help claimants move closer to progress in the labour market. It can be full or part-time depending on the claimant's needs and could include:

- literacy & numeracy skills training
- ESOL
- ICT training
- general or specific vocational skills for a sector or job
employability skills

These are examples, not a full list.

PET is also one of the parts of a sector-based work academies or Traineeship.

Traineeships

A Traineeship is an education and training programme to give 16-24 year olds the skills and experience needed to progress to an Apprenticeship or other job. It is targeted at those qualified below level 3 who have minimal experience

in work but are focused on the prospect of getting a job and are likely to be ready for employment within 6 months, with appropriate training. See Traineeships.

Sector-based work academy

The sector-based work academy (sbwa) scheme helps people who are ready to start a job, and need support to learn the skills and behaviours that employers in particular industries look for. The scheme runs in England and Scotland and offers training and work experience for up to 6 weeks in a particular industry or area of work. See Sector-based work academies

Work Experience

Work Experience placements cover a range of sectors including retail, construction, administration, hospitality industry and IT. It provides claimants who have little or no work related skills the opportunity to gain valuable experience within a work place. It fosters the work habit in unemployed people, particularly young people, whilst boosting their confidence and creating opportunities for them to get on the job ladder. It also provides them with a potential route onto a traineeship or apprenticeship.

Work Experience gives claimants the opportunity to show they have both job role specific skills and core employability skills such as:

- time management
- organisational skills
- communication skills
- team working skills

There are a number of DWP funded schemes and programmes that incorporate work experience opportunities, and organisations such as the Prince's Trust, Barclays also offer employment support programmes that incorporate work experience. Opportunities available locally will be on the District Provision Tool

A number of organisations and websites also advertise internships and work experience opportunities, for example:

- Success at School has job courses at <https://successatschool.org/jobscourses>
- Go Think Big has opportunities at <https://gothinkbig.co.uk/opportunities>
- Student Ladder has work experience at <http://www.studentladder.co.uk/Work-Experience/work-experience.html>
- Indeed has work experience at <https://www.indeed.co.uk/Work-Experience-Placement-jobs>

- Target Jobs has work experience and internships at <https://targetjobs.co.uk/work-experience-and-internship-vacancies>
- Movement to Work opportunities with external employers at <http://www.movementtowork.com/> (see separate entry below).

These are examples, not a full list.

Work Experience lasts for 2 to 8 weeks and claimants are expected to do 25 to 30 hours a week (unless there are agreed limitations on their availability). Claimants are subject to all existing requirements for their Labour Market regime while on Work Experience and must be actively looking for work and available for work.

Acceptance on a Work Experience opportunity may involve an application / interview process.

Participation on Work Experience is voluntary, therefore a sanction cannot be applied if the claimant fails to attend or participate or if the claimant is asked to leave because of misconduct.

Three month Work Experience opportunity

Youth Obligation Support Programme claimants in the Intensive Work Search regime (IWSR) who are still not in employment or on an Apprenticeship at the 6 month point in their claim are eligible for a 3 month work experience opportunity. The 3 month work experience opportunity offers the same assistance to the claimant as the standard work experience offer but for an extended period of 3 months. The 3 month work experience opportunity can be one single placement, or consecutive placements lasting 3 months. Participation on a 3 month Work Experience opportunity is voluntary, therefore a sanction cannot be applied if the claimant fails to attend or participate or if the claimant is asked to leave because of misconduct.

See Youth Obligation Support Programme for more information.

Enhanced Support Offer

The Enhanced Support Offer (ESO) provides access to a range of additional support to help eligible claimants prepare for and move into work. Participation in the ESO is voluntary. Claimants eligible for the ESO initiatives are those:

- who make a claim on or after 3 April 2017 and are part of the Work Preparation group (because of their limited capability for work)
- whose Work Capability Assessment (WCA) outcome places them in the Universal Credit Work Preparation group (because of their limited capability for work) from 3 April 2017

The date to be used for eligibility in these cases is the date of the WCA outcome decision.

This includes anyone who:

- is placed in the Work Preparation group (because of their limited capability for work) after appealing a previous Fit for Work decision.
- at their WCA they are moved from the Limited Capability for Work and Work Related Activity group (LCWRA) to the Work Preparation group (because of their limited capability for work)
- is already in the Work Preparation group (because of their limited capability for work) and their WCA keeps them in the Work Preparation group (because of their limited capability for work)

Additional places have been funded for claimants eligible for the ESO for the following existing national provision:

- Work Choice
- Specialist Employability Support
- Access to Work Mental Health Support Services

See Enhanced Support Offer.

Work and Health Programme

The Work and Health Programme (WHP) is DWP's new contracted employment provision that will help eligible claimants to find sustained work. WHP for claimants who have a disability or have early access priority. WHP is voluntary unless the claimant reaches 24 months as long term unemployed (and is not already participating in the programme) in which case it is mandatory.

If a programme participant is already on the Programme as a volunteer and disengage after the 24-month Long Term Unemployed (LTU) trigger point they become a mandatory participant at this point and must complete the balance of time left on the programme.

WHP tackles barriers to work by linking up with health and social care providers and other local services aimed at getting people into work. WHP offers more intensive tailored support than can be provided by the standard Jobcentre Plus offer, or through other available services and provision.

See the Work and Health Programme for eligibility, suitability and what the programme offers.

Fair Start Scotland Programme

Fair Start Scotland (FSS) programme is a targeted provision offering tailored support to help eligible claimants to find sustained paid work.

FSS tackles barriers to work by linking up with health and social care providers and other local services aimed at getting people into work. FSS offers more intensive, tailored support than can be provided by the standard Jobcentre Plus offer, or through other available services and provision.

Participation on FSS is voluntary, therefore claimants cannot be sanctioned for non-attendance, failure to engage or if they leave the programme early. However, normal conditionality and mandatory work-related activity sanctions still apply.

See the Fair Start Scotland Programme for eligibility, suitability and what the programme offers.

Skills to Succeed Academy

The Skills to Succeed Academy (SSA) is an online employability skills training site specifically designed to help claimants choose the right career as well as build the key employability skills they need to find and keep a job. The training has been designed specifically for younger claimants but can be used with older claimants to support their skills development requirements.

SSA focuses on teaching claimants how to do things for themselves, building skills and confidence, empowering them to take ownership of their own career development and job search. It's easy to use, offering flexible training and relevant advice, guidance and feedback. It's also engaging and fun with videos, quizzes and activities.

There are 3 training courses to choose from:

- **You and Your Career** - 6 modules to help build the skills to make the right career choices for them, including:
 - learning more about careers
 - thinking about what influences your career choices
 - understanding what makes you tick and how to get experience
- **Getting a Job** - 20 modules to help build skills including:
 - finding and successfully apply for a job
 - identifying existing skills
 - knowing how to make good impression

- researching and applying for the right jobs
- creating and tailoring CVs
- preparing for and succeeding at interview
- **Success in Work** - 10 modules to people build the skills they need to succeed in work, including:
 - preparing for a new job
 - clarifying what to expect when you start a job
 - maintaining motivation and managing your career
 - understanding relationships and attitudes at work

See Skills to Succeed Academy presentation to use with Universal Credit claimants.

Movement to Work

Movement to Work (MtW) is an employer-led approach to helping young people aged 18 to 24 years who are not in education, employment or training. An MtW programme aims to move the claimant closer to the world of work, into a job or be a stepping stone to a traineeship or apprenticeship. DWP is one of the employers that hosts placement on the provision

Each MtW programme is different as participating employers design the content that is relevant to their business or sector.

The content of the MtW is flexible but generally the programme is 4 to 6 weeks long and consists of vocational training and/or work experience. On successful completion of the MtW programme the employer will issue a certificate of achievement. Some MtW programmes may result in participants gaining formal qualifications.

Movement to Work opportunities will be on the District Provision Tool.

Specialist Employability Support

This provision is for disabled people who need the most support, either to:

- find work
- move closer to the Labour Market

The claimant will receive individually tailored help through Specialist Employability Support (SES). The support available is designed to address all types of disability including mental health and learning disabilities. The duration of the support will vary to meet individual needs

SES participation is voluntary but claimants must continue to meet ongoing requirements for their individual conditionality regime as set out in their claimant Commitment.

Places on SES are limited. All other support must be considered first and only claimants identified as priority, in accordance with local profile management processes must be referred. Contact your Third Party Provision Team (TPPT) or district SES Single Point of Contact (SPoC) (if your district has one) if you require further information. Although participation on SES is voluntary, it is important that the claimant understands their commitment to start and complete the provision.

SES is delivered by external providers and the claimant can decide which provider they wish to be referred to.

Additional places are now available for claimants who are eligible for the Enhanced Support Offer.

Eligibility criteria

Claimants must be:

- resident in UK
- people currently living legally in Great Britain
 - UK passport holders (or eligible to hold UK passport)
 - Passport holders of other countries - as long as their passport is endorsed, allowing them to undertake paid employment with no employment restrictions or prohibitions
- holders of EU passports (subject to any endorsement prohibiting them from working in the UK)
- not in employment
- of working age
- have a disability as defined by the 2010 Equality Act
- not have already been on SES provision

Suitability criteria

Suitable claimants for SES are those who have employment support needs as well as barriers that currently prevent them from benefitting from other provision or starting work. In addition they will:

- have complex employment support needs, not necessarily arising primarily from their disability, for example, social or financial support needs and need support to help them move nearer to, or into, work
- not be suitable for other DWP programs
- not be suitable for non DWP provisions available either nationally or locally
- aspire to work, or move nearer to work

- fully intend to start, participate and benefit from SES

SES opportunities are on “Find and Refer”.

Pre referral action

1. Confirm that the claimant is not on any other provision to avoid the risk of incorrect provider payments
2. Confirm that the claimant understands that the provider will
 - phone them and arrange a date and time for the start of the provision, and
 - establish any requirements they have for their first day
 - conduct an assessment of their employability needs and identify appropriate support on their first day of attendance

Note: Occasionally SES provision may include residential support. As Housing Benefit may be payable for people undertaking approved training courses, if the claimant is in receipt of Housing Benefit, tell them to check with their LA that Housing Benefit is still payable. If appropriate, arrange to contact the claimant again to confirm this, before referring to the provision

3. Confirm that the claimant fully understands that although SES is a voluntary programme, a level of commitment is expected of them and they will have an individually tailored plan agreed which will address all the support needed for them to get, or return to a job. So having agreed the plan they will be expected to work with the provider to the best of their ability to carry it out, and this will give them the best chance to fulfil their potential and progress into and retain a job
4. Check the claimant has no outstanding actions to prevent their start on SES within 20 days of referral
5. If they are not able to start within 20 days, delay the referral to a later date
6. Establish that the claimant is available and intends to start, participate and benefit from SES. This is critical because of the small numbers of places available
7. Check if the claimant has decided on which provider they prefer. You must make the providers’ prospectuses available and provide appropriate support to enable the claimant to make their decision

If the claimant is on DWP ESF 2014 to 2020 provision

Take the following action:

1. Explain to the claimant that if they are on DWP ESF 2014 to 2020 provision, participation must end if they start on SES
2. Send CEPD1 to the ESF provider to notify them of the SES referral (the CEPD1 should be printed and posted as the form is awaiting amendment for email use)

Note: The ESF provider is then responsible for checking with the ESF Admin Team whether the claimant starts on SES and for ending the ESF provision if appropriate.

Referral action

1. Refer to local profile management process to determine whether your claimant may be referred

Note: A list of claimant names is sent to each Provider on the last working day of each month. The list will advise the provider which claimants will be referred from the first working day of the following month. You will receive an email from OED to confirm that you can go ahead and refer your claimant.

2. On receipt of the email from OED:

Consider whether you need to repeat any of the pre-referral actions to confirm that your claimant still intends to start, participate and benefit from SES

For example if any significant time has passed you will need to re-confirm that your claimant has no outstanding actions to prevent their start within 20 days of referral to SES and still wishes to participate in SES

If you identify any reason why your claimant no longer intends to start, participate and benefit from SES, your claimant is no longer suitable and must not be referred

Instead, advise your SES SPOC immediately so that the place may be given to a suitable priority claimant

For further information see Pre-referral actions

If your claimant is still suitable for SES, phone the provider to:

- confirm they are expecting a referral in respect of your claimant
- give them details of your claimant's preferred method of contact

- making the provider aware of any information which may help the provider make a successful call back to the claimant to agree a date and time for their start on provision. This may include on an ad hoc basis, making arrangements for the claimant to come back onto the jobcentre so that the provider can speak to the claimant with the work coach present. (This would only be done where the work coach considers it necessary to facilitate the start on provision)
 - give them your own phone and email contact details.
3. Refer to appropriate 'SES P2 National' opportunity. Opportunity numbers are held on "Find and Refer".

Note: The above steps must be done:

- in the correct order and as soon as possible after each other, **and**
- wherever possible, within 5 working days of the start of the month (as the provider is expected to start the claimant on provision within 20 working days of referral to the SES opportunity)

Note: The provider will telephone them and arrange a date and time for the start of the provision and during this welcome call establish any requirements the claimant has for their first day. On their first day the provider will conduct an assessment of the claimant's employability needs and identify the appropriate support.

4. If the provider is unable to contact the claimant after multiple attempts (usually 3 or more), or on contact, the claimant states they no longer wish to participate, then the provider will let you know

Note: A referral must **not** be made unless it has been approved as part of your locally agreed processes.

Provider unable to contact claimant

The provider will contact you if they have been unable to contact the claimant after multiple attempts (usually 3 or more).

Provider deems claimant not suitable

In exceptional circumstances the provider may consider that the claimant is not suitable for their SES provision. In these circumstances the provider must contact the referring work coach or DEA directly to notify you with the clear reasons. If you agree with the providers reasons, then the provider will enter an end date for SES on PRaP.

If you disagree with the reason given by the provider, the provider must accept the claimant onto their SES provision. The work coach makes the final decision.

Note: This is why it is imperative that prior to referring to SES, the work coach makes sure that all suitability criteria are satisfied. This includes doing all that is reasonable to confirm that the claimant fully intends to start, participate and benefit from SES.

Statutory Referral Organisations (SROs)

Statutory Referral Organisations (SROs) are able to introduce suitable disabled people directly to a Specialist Employability Support (SES) Provider. The Provider confirms eligibility and suitability complete form SESSRO, sending it to their agreed JCP contact.

Take the following action upon receipt:

1. Notify the Provider of receipt
2. Refer to the appropriate SES opportunity

Note: In SRO cases, the claimant is deemed to be introduced, rather than referred until the Provider has confirmed eligibility and suitability.

Special claimant Record clerical cases

For claimants who have been granted Special Claimant Record (SCR) status take the following action:

1. Refer to provision clerically, using the SL2 clerical form
2. Complete page 1 (1 of 3) of form SL2, forwarding the entire form to the provider
3. Annotate the top of the form 'SCR claimant'

Note: On receipt of the SL2, the provider will:

- complete page 1 (retaining pages 2 and 3)
- return it
- the provider will complete and return pages 2 and 3 of the SL2 following assessment of the claimant

Note: The SL2 **must** be sent using secure methods. Further information on security matters can be found on the Departmental Security Team's intranet site, or by contacting the Department's IT Security Advice Line on 0121 626 2540.

Multi Agency Public Protection Arrangements (MAPPA) cases

For MAPPA cases not given Special Claimant Record (SCR) status take the following action:

1. Refer via WSP
2. However do not include the claimant's address, postcode and telephone number on the referral
3. Contact the provider to give them details of any restrictions that may be imposed on the claimant

Send a copy of MAPPAJ form securely to the provider with the claimant's contact details, once they have been made aware of the restrictions and their obligations

Youth Obligation Support Programme

Youth Obligation Support Programme (YOSP) supports the government's objective that all 18-21 year olds should be either earning or learning. Whilst on YOSP, claimants receive intensive support to help find employment or an apprenticeship place quickly.

The YO claimant journey begins with the Intensive Activity Programme, a curriculum of workshops and exercises that:

- encourages participants to think more broadly about their skills and job goals
- helps them identify any training they need
- supports them to improve their job search, job application and interview skills.

Young people also receive intensive work-focused coaching and referral to additional support drawn from a wide menu of locally available provision. This is tailored to address specific needs and can include employability skills, basic skills training in maths, English and IT, work-related skills training, mentoring and a short work experience opportunity.

See Youth Obligation Support Programme.

Six month offer for Youth Obligation Support Programme claimants

Youth Obligation Support Programme claimants in the IWSR who are still not in employment or on an Apprenticeship at the 6 month point in their claim must be **encouraged to take up** one of the following 3 options:

- a traineeship

- a sector-based work academy (sbwa)
- a 3 month work experience opportunity

Claimants who do not take up one of the YOSP options will leave the YOSP.

Mentoring Circles

The Mentoring Circle initiative is to support young people aged 16-24 giving them an opportunity to build on their employability skills through interaction with employers. Work coaches will identify suitable participants interested in the programme, and participation is voluntary.

The main aim of Mentoring Circles is to increase the confidence, motivation and job search skills of the young people to help them move closer to employment by raising their aspirations and fostering a can do approach.

Mentoring Circle allows young people to bring issues or challenges to the group and work and learn together, take action and reflect on outcomes with a focus on personal development. Many young people do not have access to social capital, role models or inspiring employer mentors, so this initiative bridges this gap bringing employers and young people together.

The Mentoring Circle comprises of three meetings where employers lead and share insight and information with the young people. The sessions are two hours, spread over three weeks and the employers will work with the same group.

District Provision Tool

The District Provision Tool (DPT) provides access to the full range of support delivered by Jobcentre Plus, Education Skills Funding Agency, Skills Development Scotland, Careers Wales other national and local providers, local authorities, independent and volunteer / charity organisations, for example the Princes Trust programmes.

It hosts all the available provision and support in a district and nationally. It helps work coaches explore the full flexible menu of support and maximise provision in developing claimant's skills to enable them to obtain and retain a job and progress within their employment. It covers contracted, non-contracted, community and local groups as well as national support organisations.

It also includes specialist and local support information and signposting details including for those disadvantaged or at risk.

Find and refer

Find & Refer is used to make the referrals for Universal Credit claimants to national Contracted Provision ie WHP, NEA, SES, ESF, RPC and Fairstart Scotland.

Access to Work

Access to Work offers financial help towards the extra cost of employing a disabled person and practical support to overcome work related obstacles resulting from disability. In some cases the employer will share the cost. AtW does not replace or subsidise an employer's legal duty to make reasonable adjustments. AtW is available in England, Scotland and Wales.

Specialist advisers work with the claimant and their employer to give the correct support. AtW can be paid to cover:

- the costs of employing an interpreter or communicator to accompany an applicant attending a job interview
- short or long term financial assistance to disabled people who incur additional costs in travelling to and from work or during working hours because of their disability
- the cost of providing a Support Worker (SW) in the workplace and can also be used to pay for a SW driver to help the applicant get to and from work
- the additional costs of modifications to an employer's or self-employed person's premises or equipment, to enable them to employ or retain a disabled employee
- special aids and equipment to help provide people with an in-work disability need with specialised aids and equipment for employment purposes.

These are examples, not a full list.

AtW assists people with a recognised disability who are:

- self employed
- in paid employment
- due to start a job
- 16 or over with no upper age limit for support as long as the employment is likely to continue
- in need of help at a job interview with an employer
- about to start employment
- about to start self-arranged work experience

- living in Great Britain. Northern Ireland, the Isle of Man and the Channel Islands are not included for AtW support

AtW support is not available to claimants on the Specialist Employability Support programme.

Access to Work Mental Health Support Services (AtW MHSS)

Mental Health Support Service (MHSS) in Access to Work (AtW) is designed to support those in work who are at risk of falling out of work as well as those with a potential job offer transitioning into work. Additional places have been funded to support claimants who are eligible for the Enhanced Support Offer.

AtW MHSS is a 6 month support provision and ESO claimants who have a potential start date with an employer, but are unsure of their ability to sustain employment without support can apply for AtW MHSS.

New Enterprise Allowance

See New Enterprise Allowance.

Help to Claim Universal Credit

Help to Claim is a service provided by Citizens Advice and Citizens Advice Scotland for claimants making a new Universal Credit claim or moving from a legacy benefit to Universal Credit because of a change of circumstances. This service includes the following support:

- **Multi- channel ‘no wrong door’ access**

The service will be available, face-to-face, over the phone and online through web-chat and online advice content. This allows claimants to access support in the way that’s right for them. They can be signposted or referred (post initial application) by the DWP, signposted from third parties or self refer.

- **Help to Claim check**

Help to Claim will check that Universal Credit is the right benefit for a claimant to claim.

- **Individual needs assessment**

However claimants access the service their individual needs will be assessed to make sure they can get access to the right level of support in the way that's right for them.

- **Support to start a Universal Credit claim**

Depending on their level of need this might include help to:

- Set up an email address or a Universal Credit account
- Work through claim to-dos
- Access Universal Credit phone claim service
- Access DWP home visit support

- **Completing a claim and getting ready for first payment**

Depending on their level of need this might include help to:

- Verify their identity
- Provide additional evidence
- Prepare for the practicalities of their first monthly payment
- Access adaptations such as direct payments to landlords and conditionality easements
- Apply for Advance Payments and access additional financial support

- **Access to longer term support**

Citizens Advice and Citizens Advice Scotland can support claimants with other issues in their lives by signposting or referring them to other services, either within Citizens Advice or through other organisations.

Who is eligible for support through Help to Claim

Anyone who requires support to make a new Universal Credit claim or 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 people who can access support, instead this is focused on the types of help people need.

Accessing Help to Claim is voluntary.

Help to Claim offers must be recorded as a profile note in the claimant history.

Money guidance/Debt advice

Universal Credit prepares claimants for the world of work in which most employees are paid monthly. It also encourages claimants to take responsibility for their own financial affairs. It is important that claimants are able to make the same sort of decisions as those in work and develop the financial capability to do so.

Alternative Payment Arrangements (APA) are available for those claimants who can't manage the single monthly payment and there is a risk of financial harm to the claimant and/or their family. Claimant's receiving APA's should be offered money guidance/debt advice to help them become financially independent, and ultimately move back to the standard monthly payment. The following options are available:

- Managed Payment to Landlord
- more frequent payments
- split payments

Claimants who are struggling to budget or who are in debt should be referred for money guidance/debt advice.

Different levels and types of money guidance/debt advice are offered based on the claimants needs:

- some claimants will be signposted to online services, such as those offered by Citizens Advice, Money Advice Service
- some claimants will be signposted to online services available on GOV.UK using the Money Manager tool offered by the Money Advice Service
- some will be offered single or multiple money advice session(s) over the phone

Recording provision on the Commitment

Once a claimant has discussed and agreed their activities for provision, with the exception of personal budgeting support they must accept them as part of their Commitment. See Claimant Commitment hub.

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