



Merton & Lambeth

Citizens Advice Merton and Lambeth Universal Credit in Merton

As illustrated in the table below, in the past 12 months CA Merton and Lambeth have seen a dramatic increase in Merton clients seeking UC support.

Financial Year	2018-2019						2019-2020*						Grand Total
Month	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Total
UC Issues	122	123	76	121	165	143	195	283	232	357	319	350	2,484

*Help To Claim service commenced in April 2019

In the 12-month period, Universal Credit issues were:

Issue type relating to Universal Credit	Number of issues Oct 2018-Sept 2019
Initial Claim	1,034
Standard element	305
Housing element	338
Disability element	109
Limited capability for work elements	106
Child elements	137
Childcare costs	38
Carer elements	40
Calculation of income and capital	18
Calculation of income, earnings and capital	32
Conditionality and commitment (including sanctions)	29
Universal Support	10
Deductions	54
Not recorded/not applicable	234
Total	2,484

The national Help To Claim Universal Support programme funds a dedicated team at CA Merton and Lambeth to support individuals in the early stages of Universal Credit claim, from application through to first payment. Our team provides support and advice five days a week through: Telephone, Webchat, Drop In sessions at our Mitcham office, Outreach at Mitcham Job Centre Plus and pre-booked appointments at Mitcham and Morden offices. In addition to service delivery, our Head of Advice Services, is a member of the national Help To Claim Advisory Panel.

The Help To Claim service is currently a one year programme (to end-March 2020).

Breakdown of Initial Claim

Issue type	Number of issues (Oct 2018-Sept 2019)
Eligibility	347
Eligibility/entitlement	156
Calculation	33
Incorrect calculation	5
ESA two week run on	1
Access to cb JSA/ESA	16
Settled status	3
Restarting a claim	7
Uploading evidence	2
Understanding UC payments	14
Support to use assertive technology	57
Telephone claim	11
DWP Home visits	1
Appointee	1
Better-off calculation	14
Poor administration	2
Benefit cap	2
Client would be the same or better off under UC	1
Change of circumstance	10
Mandatory reconsideration	29
Access to internet/digital literacy	7
Managed migration	1
Appeals	17
EU access to benefits	18
Evidence & verification	9
Backdating	9
Gov.uk Verify	3
Gateway for Severe Disability Premium	2
HB run on	2
Habitual residence and right to reside	37
Initial wait for payment	8
Non-EU access to benefits	5
Natural migration	1



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Not recorded/not applicable	51
Advance payment	84
Cohabitation	2
Deductions	3
Transitional protection	1
Other	62
Total	1,034

If you require further information, please contact Karen Brunger, Head of Advice Services, CA Merton and Lambeth on karen.brunger@caml.org.uk.
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