

Manchester Leaving Care Financial Policy



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1 Introduction

Manchester City Council (the Council) has a duty to provide financial support to young people, including those leaving the care of the local authority. This policy sets out what financial assistance is available when young people are preparing for, and have left, care. This is also a guide for young people to make informed decisions about their education, employment and training opportunities, and support successful and positive transition into adulthood and economic well-being.

In addition, the role of the Council as a 'Corporate Parent' is to offer a degree of flexibility depending upon a young person's needs, to ensure that young people can become financially competent and capable when adulthood is reached.

It is recognised that young people have different needs, and the exact financial support available will be based on the Assessment of Need that is undertaken with young people, and their parents, carers, extended family and all relevant professionals. Once this is completed, a Pathway Plan is then developed with the young person.

The Pathway Plan outlines the financial help that will be available to the individual young person and any terms and conditions that are attached. It also includes the arrangements for payments, how often they will happen, any consequences for breaking the agreements outlined in their plan and the process of reviewing progress against the Pathway Plan.

The ambition is to ensure young people achieve financial stability so that the service that the Council provides can gradually be 'stepped-down', akin to that which one will do with one's own children. Financial assistance is there as a support and will only be provided when:

- there is an assessed need; and
- the request is reasonable, proportionate and our resources allow.

As the Council has limits to how we can provide additional financial resources to young people, it is really important that young people meet with their Social Worker and Personal Adviser and share their views in their Pathway Plan about what support they think they need. This helps the professionals plan for the future.

Where the Council is unable to financially support the young person, the Council will provide clear information as to the reasons why the decision has been made. If a young person does not agree with the plan, or if a young person's behaviour leads the Council to believe the financial support will not be used appropriately, the Council will review the arrangements in the Pathway Plan.

The Council will continually endeavour to make sure young people are listened to and ensure information is available to young people, via the direct email address or via the Council's website.

The policy has been developed in accordance with:

- A. The Children's Act 1989
- B. The Children Leaving Care Act 2000
- C. The Children's Act 2004

- D. Care Leavers (England) Regulations 2010
- E. Care Planning, Placement and Case Review Regulations 2015
- F. Planning Transition to Adulthood for Care Leavers 2015
- G. Children and Social Work Act 2017

This policy will begin to be put into effect from the 1st September 2020. Any entitlements before this date should be accessed from the previous Financial Policy.

2 Who Can Get Financial Support?

The Children Leaving Care Act 2000 created four categories of care leaver who are entitled to support after their sixteenth birthday. The Children and Social Work Act 2017 extended the 'Former Relevant' category from age 21 to age 25 for all young people. The amount of financial support a young person can receive depends upon which category they apply to.

'Eligible Young Person'

A young person is considered an 'eligible young person' if they are aged 16 or 17 years old and currently looked after by the Council, having been looked after for a period of at least 13 weeks since the age of 14.

'Relevant Young Person'

If a young person is looked after for at least 13 weeks from when they were 14 and have since left the Council's care but are still under 18, then they're considered a 'relevant young person'. If a young person has returned home to their parent(s) they will continue to receive support for a period of six months. If the young person turns 18 during this six month period, they can receive support as a 'former relevant' young person. If this six month period ends before the young person turns 18, their needs will be assessed as a 'qualifying young person'.

'Former Relevant Young Person'

This applies to anyone from the previous two categories once they are between 18 and 25 years old.

'Qualifying Young Person'

A qualifying young person is someone who doesn't meet the criteria for being an eligible young person but who is or was a looked after young person. The level of financial support and level of practical intervention is dependent upon an assessment of need.

3 Financial Support for 16 and 17 year old Young People

If a young person is an 'eligible young person' and they remain in their foster placement or residential care placement, they will have their accommodation costs met by the Council. Young people will also continue to receive birthday and festivities allowances.

For young people aged 16 and 17 living independently, or semi-independently, the Council will provide a Maintenance Allowance. All young people will be supported financially with a range of needs including support to access education, training or employment.

The Council will pay a Maintenance Allowance into a young person's bank account at a rate equivalent to Universal Credit depending upon where they live. At the time of writing this policy this is £58.90 per week. If a young person has a service charge out of their accommodation cost, this must be paid to the accommodation provider. The amount will be stated in the Pathway Plan. If a young person does not have a bank account, this should be prioritised by the allocated case worker to set this up.

If a young person finds it difficult to manage money, the Council will offer budgeting advice. If a young person often runs out of money, the Council may provide smaller, more frequent sums of money or support young people in their spending, instead of paying the Maintenance Allowance directly into the young person's bank account.

If a young person is aged 16 or 17 and is a parent, they will probably be claiming Universal Credit for their family's living costs. The Council will continue to pay for a young person's accommodation until their 18th birthday, when they can legally have a tenancy. A young person can approach their Social Worker or Personal Adviser to support with the costs associated with education, training and employment.

Young people will be supported to pursue education, training and employment through the Government's 16-19 Bursary Fund, which provides a bursary of £1,200 per year to cover a young person's transport, meals, books and equipment costs. Young people can receive support to apply for a bursary from their school, college or training provider. The amount provided depends upon good attendance.

Depending upon the young person's Pathway Plan, financial support may also be available to assist with:

- The cost of maintaining contact with family and significant others
- Social activities, hobbies and cultural activities/outings
- Maintaining a young person's cultural and religious needs
- Costs of obtaining important documents associated with identity, for example a birth certificate and one additional form of identification

In addition, young people can be supported to access a Council leisure pass.

Discretionary Payments

All payments above the Maintenance Allowance and accommodation costs paid by the Council are discretionary and not an entitlement. The Children (Leaving Care) Act 2000 sets out the priority areas for discretionary funding above the Maintenance Allowance.

The priority areas are:

- education materials and special equipment
- costs associated with needs (such as a disability)
- the costs of childcare
- clothing

- contact with family or other significant relationships
- cultural and religious needs
- counselling and therapeutic needs

It is important that young people talk to their worker(s) about any needs or plans they have and their Pathway Plan records any requests or agreed funding.

Discretionary payments must be agreed by the Team Leader / Team Manager. All such payments will be monitored and reviewed to ensure no individual or group is unfairly advantaged or disadvantaged by the administration of discretionary payments. A record of such payment will be kept on the budget system and individually on file records.

If a young person has any specific needs that are not covered in this policy, they are encouraged to talk to their worker(s) and an assessment will be undertaken.

National Insurance Number

If a young person is aged 16 and does not have a National Insurance Number, their Social Worker or Personal Adviser will support and advise them about how this can be obtained before their 18th birthday. It will be very difficult for a young person to get a job or claim welfare benefits without a National Insurance Number.

If a young person came to the United Kingdom as an Unaccompanied Asylum Seeking Child, then they may not be able to get a National Insurance Number due to their immigration status. This is something controlled by the Department for Work and Pensions and not Children's Services. If a young person does not receive a National Insurance Number due to their immigration service their Social Worker or Personal Advisor will provide advice and guidance of services available to support.

Birthdays

On a young person's 16th and 17th birthdays, if they live in independent or semi-independent accommodation, the Council will provide £50. This could be in vouchers, an item or (if agreed) cash. If a young person is living in independent or semi-independent accommodation on their 18th birthday the Council will provide £100. On a young person's 21st birthday the Council will provide £50.

For young people in foster care or residential care, the costs towards birthday allowances will be agreed between the Council and the carers.

Religious Celebrations

For 16 and 17 year olds living in semi-independent and independent accommodation whatever their religion, faith or belief, the Council will provide a cash payment of £50 once per year to contribute towards any celebration they may wish to make.

For young people living in foster care or residential care the costs towards a young person's festival allowance will be agreed between the Council and their carers.

4 Savings

Junior ISAs and Child Trust Funds

All children looked after continuously for more than 12 months will have either a Child Trust Fund (CTF) (if born between 1 September 2002 and 2 January 2011) or a Junior ISA administered by an independent organisation - The Share Foundation - on the Council's behalf. These are Government-backed accounts which are opened with an initial payment from the Government of £200. A young person cannot remove the money from these accounts until they are aged 18. Around the young person's 18th birthday their Social Worker or Personal Advisor will receive a letter from The Share Foundation outlining the amount saved for the young person. The worker will have a discussion with the young person about what they would like to do with this money, i.e. keep saving or withdraw the amount and close the ISA down.

Bank Accounts

Every child looked after is entitled to have a bank account set up for them, set up when they first come into care. The Independent Reviewing Officer is responsible for ensuring that this has been done. The Social Worker or Personal Advisor will support a young person should they need support or advice in opening their bank account.

5 Approaching Eighteen and Bridging Payment

After a young person's 18th birthday, the Council will continue to encourage and support all 'former relevant' young people to become more independent. The Council will no longer be able to pay a Maintenance Allowance and young people should work with their Personal Adviser for support about the welfare benefits required to claim and the documents required to support these claims, provided the young person is planning to make a claim at all. Advanced claims should be completed where possible, ensuring there is no delay or gap in payments. The Council will support young people by providing a 'bridging payment' for a period no longer than one month if there is a crossover between a benefit application being made and benefit being received. The amount provided should be determined by an assessment of what is required and should not be more than the amount of benefit pending receipt. This 'bridging payment' is specifically supposed to be used to support the first steps to independence, however can be accessed later during the service intervention period - within the specifications identified above - at the discretion of the Team Manager / Team Leader.

Further information in regards to Advanced Claims is available in Appendix I - Leaving Care / DWP Protocol.

The amount of Universal Credit a young person is entitled to claim will be dependent upon their eligibility which will be determined by DWP. Young people should be supported at the earliest possible point to begin consultations with the DWP to be informed of the amounts they are entitled to, and then be supported to budget this income accordingly. Young people will be made aware of the expectations that are set alongside receiving benefits, notably in terms of accessing appropriate education, employment or training.

For young people not remaining with their former foster carer or with a Supported Lodging provider, accommodation costs will no longer be paid for by the Council and young people will become responsible for their housing costs. Young people must claim Housing Benefit from the Local Authority where they live, if they are claiming Universal Credit, or if they are working on a low income. If the young person knows at which address they will be on their 18th birthday, they can claim Housing Benefit up to 13 weeks before their 18th birthday. There are exceptional circumstances in which young people continue to require to reside in supported accommodation where the costs are not met by personal income or benefits. These situations will be based upon an individual assessment, closely monitored by senior management and must have a clear plan for progressing to independent living.

Young people are entitled to Council Tax exemption up until they are 25, if they are living in the Greater Manchester area. Young people must be supported by their Personal Adviser to ensure they are in receipt of this exemption.

If a young person is in receipt of welfare benefits and their circumstances change, the young person must tell the DWP and Housing Benefit immediately (and any other agency from which young people receive money or benefits). If the Personal Adviser is aware of this change of circumstances they must encourage the young person to share this information. Otherwise, benefits may be overpaid which could have to be paid back. A large overpayment of Housing Benefit could lead to a housing provider providing notice from accommodation. A few common examples of changes of circumstances (amongst others) which the young person must tell benefit agencies about are:

- starting work, even if it's only a few hours per week (some young people believe that if they work for less than 16 hours per week this will not affect their benefits and that they do not need to tell the DWP. This is not true. The 16 hour rule no longer applies to Universal Credit. Customers are still required to declare any income but DWP are notified of any earning and the amount of a customer's Universal Credit payment will be adjusted to reflect this)
- a change in immigration status
- moving home
- starting or finishing a full time college or university course
- young person is served with a custodial sentence or released from a custodial sentence
- if an unaccompanied asylum-seeking child who has been granted leave to remain only until they are 17½ or 18 years old, they should ask a young person's legal representative if they can apply for further leave to remain before the original period of leave expires. This group of young people will only be able to claim welfare benefits after their 18th birthday if they have made an application for further leave to remain before their original period of leave to remain has expired.

If a young person has exhausted all their immigration appeal rights and they are unlawfully present in the United Kingdom, they will not be able to claim welfare benefits after their 18th birthday. It may become unlawful for the Council to continue to support these young people financially after their 18th birthday. Therefore, we will carry out an assessment to decide whether it is lawful to continue to provide young people with a Maintenance Allowance and pay for accommodation costs, as well as additional financial support.

6 Financial Support for Former Relevant Young People Aged 18+

The main aim of the Children (Leaving Care) Act 2000 is to ensure young people's transition from care is managed with suitable support and young people are ready to leave. As discussed above, the Council's support to young adults aged 18+ focuses on encouraging young people to become independent and reaching their full potential through education, training and employment.

The Children and Social Work Act 2017 extended the Council's duty to provide support, including financial support, to young people up to age 25. The Council policy is to provide a 'step-down' service to young people aged 21 - 25, with the overall goal of young people being able to manage independently and contribute without the intervention of a Personal Adviser. There are times when young people will need to re-access the service, and in these circumstances their financial entitlements can still be accessed. This will be discussed with the individual young person and agreed as part of an assessed need and clear plan. Further information on the offer to young people aged 21 - 25 is available in the 21+ Policy.

Young people may be eligible to continue to stay with their foster carers beyond the age of 18, via the Council's Staying Put policy. However, when a young person reaches the age of 18 they can claim the same range of benefits as other adults. The Council should advise young people regarding claims for Housing Benefit and help young people to apply for suitable housing, so young people become responsible for their rent and household bills.

If a young person fits into the 'former relevant young person' category, they will receive a birthday allowance on their 18th birthday and a festivities allowance will be paid on the first festival following their 18th birthday.

When a young person is due to move into their first accommodation in which they will be living independently, and this is envisaged to be their permanent home for considerable time, the Council will contribute £50 towards removal van support. This entitlement is only eligible for one accommodation move and must be arranged through an approved provider arranged by the Council.

Young people will be supported to pursue education, training and employment through the Government's 16 - 19 Bursary Fund, which provides a bursary of £1,200 per year to cover a young person's transport, meals, books and equipment costs. Young people should be supported to apply for a bursary from their school, college, training provider and / or any other professional working with them.

Young people may be able to receive financial support for their accommodation costs (e.g. a deposit or bond in relation to rented accommodation), as well as for education materials, equipment, specific clothing and transport where such support is not available from other sources.

In addition, young people may be able to receive a bursary towards the cost of their education course. The level of financial support should be discussed and agreed as part of the Pathway Plan.

Young people can be supported to access leisure passes on behalf of the Council, for young people living within the Council area. The Council can enquire about young people accessing leisure activities for free with a friend accompanying them.

When a young person turns 18 years old, the Council will continue to encourage and support them to become more independent. As the Council will no longer be able to pay the Maintenance Allowance, young people should seek support from their allocated case worker about the welfare benefits they will need to claim from the DWP, and the documents they will need to support their benefit claims.

Care Leavers aged 18 plus and not employed will be expected to apply for Universal Credit, depending upon where they live. Young people will need to show that they are actively seeking employment or training. Alternatively young people on a low income, or a lone parent or those who are able to provide a medical certificate from their GP stating they are too sick to work can continue to claim additional benefits. Young people will need a National Insurance Number to claim welfare benefits. If a young person does not have a National Insurance Number they should seek advice from their worker to assist with applying for this as soon as possible.

Discretionary payments / bridging payments can be agreed through a clear assessment from a young person's worker, as detailed in section 3 of this policy.

If a young person is receiving Universal Credit because they are studying for 12 hours or more per week in further education (not university), they can continue to receive this benefit if their course continues past their 20th birthday. The benefit will continue until either the young person's 21st birthday or until the 'terminal date' following the end of the course (usually 31st August). If a young person starts a different course of 12 hours or more per week after their 21st birthday, welfare benefits cannot usually be claimed. It is very important that young people work with their Personal Adviser and the DWP if they intend to start a new course or move to a different college after their 20th birthday; it must be evidenced how a new course or a different college is essential for the young person's progression to their chosen career. The Personal Adviser should explain the financial implications and will record the discussion in the young person's Pathway Plan. It is unlikely the Council will pay a young person a Maintenance Allowance or pay for accommodation costs if this has not been agreed well in advance and recorded in the Pathway Plan. If a young person starts a course of 12 hours or more per week before their 20th birthday, which continues after they turn 21 years old, they will not be able to claim welfare benefits from their 21st birthday. If they want to continue their course after their 21st birthday, the young person must seek advice from their Personal Adviser and the DWP at least six months before their birthday (ideally before the course begins). The Personal Adviser will request whether the Council can pay a Maintenance Allowance for the rest of the course. The decision will be recorded in the Pathway Plan. If a young person does not ensure that the request for financial support is agreed in the Pathway Plan at least six months before it is required, the Council is unlikely to agree and a young person may have to leave the course before it finishes.

7 Financial Support if Young People are Living Independently

If a young person fits into the 'eligible' or 'relevant' category, the Council will fund the cost of appropriate accommodation for them up to the age of 18 years. This will be discussed and agreed as part of a young person's Pathway Plan.

If a young person fits into the 'eligible' or 'relevant' category, the Council will provide a Maintenance Allowance which will be the same amount as the benefit rate for a single person under the age of 25. Young people will still be entitled to birthday, festival allowances. In addition, financial support will be made available to assist with costs associated with special needs such as disability and pregnancy. These will also be identified as part of a young person's Assessment of Need and agreed as part of the Pathway Plan.

Young people will be supported to pursue education, training and employment through the Government's 16 - 19 Bursary Fund, which provides a bursary of £1,200 per year to cover a young person's transport, meals, books and equipment costs. Young people should be supported to apply for a bursary from their school, college, training provider and / or any other professional working with them.

Depending upon the young person's Pathway Plan, financial support may also be available to assist with:

- the cost of maintaining contact with family and significant others
- social activities, hobbies and cultural activities / outings
- maintaining a young person's cultural and religious needs
- costs of obtaining important documents associated with identity, i.e. birth certificate and one additional form of identification

In addition, young people can be supported to access leisure passes on behalf of the Council, for young people living within the Council area.

Housing is not free. Young people must be aware of how much their rent is and make sure that Housing Benefit is claimed to assist with paying rent. Young people must work with their Personal Adviser to resolve any problems they might have with their rent or Housing Benefit, in order to prevent a loss of accommodation.

If the young person is in receipt of Universal Credit and there is a shortfall in their rent, they can claim Discretionary Housing Payment (DHP) from the Local Authority. This shortfall will be covered for a maximum of 6 months. The young person will be advised of this and encouraged to find employment or alternative accommodation that is affordable for them.

In deciding a young person's accommodation needs, their background and wishes will be taken into consideration. The Council will provide young people with support and prepare them for living independently.

If a young person loses their home due to misconduct or have not paid their rent, the Council cannot guarantee to find alternative housing. The Council can support young people to access the Local Authority's Homelessness Assessment Service which can assist with finding somewhere new to live, although this is equally not guaranteed.

The Council will endeavour to ensure that no Care Leaver will be made intentionally homeless by the Local Authority's Housing Service where they are living. In addition to this, the Local Authority is committed to not placing Young People in 'hard to let' accommodation, in undesirable areas.

8 Financial Support for Unaccompanied Asylum-Seeking Young People

The Council's Care Leavers' Financial Policy recognises that the Council has a duty to provide equal opportunities to young people who have come to the United Kingdom from other countries, as far as legislation permits. Where legislation makes it difficult for the Council to provide financial support, for example due to a young person's immigration status, the Council will always look for alternative ways to try to act equitably and fairly.

If a young person came to the UK as an Unaccompanied Asylum-Seeking Child and has an asylum claim that is still ongoing, then this may affect entitlement to benefits and financial support, even once they are over 18 years old. Many young people are not able to access benefits even when they are 18 and will instead receive money from the Council until their asylum claim is determined.

When a young person turns 18 there is less financial support available as they are no longer considered to be a child. Young people should talk to their Personal Adviser about what financial support they can receive but should be prepared that it could be less than they have been used to receiving as a child under 18.

Unaccompanied asylum seeking children who have been granted leave to remain only until they are 17½ or 18 years old should be supported to ask their legal representative if an application for further leave to remain can be applied before the original period of leave granted expires. Young people will only be able to claim welfare benefits after their 18th birthday if they have made an application for further leave to remain before the original period of leave to remain has expired.

If a young person has exhausted all their immigration appeal rights and are therefore unlawfully present in the United Kingdom, they will not be able to claim welfare benefits after their 18th birthday. It may become unlawful for the Council to continue supporting these young people financially after their 18th birthday. Therefore, the Council will carry out an assessment to decide whether it is lawful to continue to give young people a Maintenance Allowance and potentially fund accommodation, as well as additional financial support.

If a young person's support with the Council ends whilst they are still waiting for the outcome of their asylum claim then they should be referred to another service such as the National Asylum Support Service who can support young people to apply for financial assistance and suitable accommodation.

9 Emergency Assistance

The Council may provide emergency funds to help young people in exceptional circumstances where it's decided that this is necessary. Young people will only receive this support when other possibilities have been considered and where all reasonable steps have been taken to fix the particular situation.

If a young person's benefits have been stopped, the Personal Adviser will support them to contact the DWP and resolve any problems. If it takes time to resolve the problems the allocated case worker can make a request for a Bridging Payment, as detailed in Section 4. Young people should agree in writing to repay any money the Council lends, which is there to assist whilst benefits are not being paid. Any lack of cooperation with the Council's efforts

to assist and support young people will lead to the Council stopping emergency or bridging payments.

Young people can receive advice and guidance to ensure they do not rely too much on emergency assistance, which can include support with debt advice and management. Young people can also receive assistance with, amongst others, opening a bank account, and support might be provided in the form of vouchers or a food parcel.

10 Maternity Grant

If a young person is expecting their first baby, or they are having a multiple birth, and they are in receipt of all relevant benefits, they can be supported to apply for a Maternity Grant up to 11 weeks before the baby is due or until 3 months after the baby is born. Young people can receive a Maternity Grant worth £500 to buy essential items for the baby.

We consider essential items for a newborn baby to be:

- cot
- three sets of bedding
- four sets of clothing
- sterilisers and bottles, if needed (we encourage breastfeeding)
- pushchair, rain cover and cosytoes
- baby bath
- baby wipes and baby toiletries
- nappies (disposable or reusable)

If possible, young people should try to save some of their Maternity Grant for when the baby gets bigger and larger items are required, such as clothing, safety equipment and toys.

Young People will be encouraged and supported to get good quality, second hand baby and toddler items, in line with the wishes of the young person. This is part of the effort to make the Maternity Grant last for much longer.

11 Loans, Debts and Fines

The Council strongly advises young people not to take loans or credit cards from banks, building societies and companies who offer items through finance. Pathway Advisors will discuss with young people the risks and consequences of applying for these. If a young person runs into problems, the Council will help to get advice from a debt advice organisation, but will not pay a young person's debts.

If a young person is fined for a civil or criminal offence, the Council can assist in negotiating with the relevant organisation for a manageable way for the fine to be paid. The Council will not pay a young person's fines.

The Council intends to run workshops to help young people to understand how to budget and manage finances, which will be beneficial for independence skills and living alone.

12 Financial Assistance if Young People Don't Meet any Other Criteria

If a young person was looked after but does not fit the criteria for financial assistance in any of the above categories, the best option is to approach the DWP for support.

However, in exceptional circumstances the Council may provide financial support where it's necessary to protect a young person's welfare and the help is not available from anywhere else.

If a young person is in higher education and needs somewhere to stay during the holidays, the Council will fund the cost of appropriate accommodation if they are not eligible to claim the relevant benefits or in receipt of any other source of income.

13 First Home Grant / Leaving Care Grant

Provided a young person fits the criteria for the 'eligible', 'relevant' and 'former relevant' categories, and if the Council is satisfied that a young person is ready to move into independent housing, and they are moving into a new home which is unfurnished or partly furnished, a First Home Grant will be provided. The money is there to help young people to buy the appropriate equipment and household items for their new accommodation.

The maximum the Council will pay is up to £2000.

Prior to spending any items for their new home, the young person must get agreement from their Personal Adviser and provide receipts to their worker if they have not completed the shopping with them. Orders for furniture and household items can be placed and invoiced through the Council. A young person must buy essential items for their home before buying non-essential or luxury items. Essential items include (if not provided with your accommodation):

- bed and mattress
- storage for clothing, e.g. wardrobe and/or chest of drawers and/or clothes rail
- sofa or armchair
- table and chairs
- fridge and cooker (which must be fitted by an approved and registered contractor)
- carpets or rugs
- curtains
- bedding and towels
- lamp and lampshade
- TV (if you have a TV you must, by law, buy a TV licence)
- cutlery, crockery, cooking utensils and kettle
- iron and ironing board
- mop, broom, dustpan and brush plus a vacuum cleaner, bin
- washing bowl and dish drainer

Deposits and Rent in Advance for Private Rented Housing

The Council will help young people to find somewhere suitable to live. We prefer to help young people find housing through approved providers. However, in exceptional

circumstances or if there is no other funding available the Council may consider helping a young person get privately rented housing.

A young person's Personal Adviser can request funding for money to pay a landlord or letting agency for a deposit and / or rent in advance. Any money advanced by the Council for this purpose would be deducted from the young person's First Home Grant and would be written into the Pathway Plan.

Damage to Housing or Property

Young people must not damage their housing or a landlord's property. A young person is responsible for the behaviour of their friends and guests. A young person is likely to be expected to pay for any damage caused. Young people can be supported to set up a payment plan to pay for any damage caused. In the event of any damages being caused the council will not pay for repairs.

14 Young People in Prison or a Young Offenders' Institution

If a young person is in prison or a young offenders institution then welfare benefits will stop. Young people can obtain funds by accessing an appropriate education provision or 'work' via completing identified tasks or services within the setting. The Council will visit young people regularly and help them plan ahead for leaving prison. While a young person is in custody, the Council can help to ensure safe storage of belongings. However, the Council cannot be held liable for any loss or damage to belongings. Based upon a young person's assessment of need and written into their Pathway Plan, there is potential for financial support to be approved if the young person has no access to funds while in custody, e.g. for toiletries or mobile phone access, as appropriate.

15 Travel Expenses

If a young person is attending a course of education then the Council may be able to help with the travel costs to and from the course. This must be based upon an assessment of need and written into the Pathway Plan. However if a young person decided to stop studying then this means of travel expenses will cease. Young people will be supported to access support with travel expenses from partner agencies where this is available.

16 Course Fees

When researching what course a young person may want to do, they will be supported to speak to the college about tuition fees. If the young person has to pay tuition fees, they should discuss this with their Personal Adviser in the first instance and have this recorded into the Pathway Plan.

The discussions should ideally begin at least three months before a young person begins the course, so that they - and their worker - have enough time to fully explore all potential sources of funding.

If the young person cannot find any other funder to pay the course fees, a request can be made to the Council to consider paying the fees. The Council will pay for the course fees if evidence can be provided only if:

- all alternative sources of funding have been fully explored
- the discussions about accessing the course have taken place before the course begins (ideally at least three months before)
- the young person's Pathway Plan shows that the course is essential for a young person to progress along their chosen career path; and
- the young person can demonstrate at least 85% attendance on any previous course of education or training.

The council will not consider paying fees for commercial courses if the course is available and funded via a college or training provider.

17 Support Whilst Accessing Employment and / or Education

Employment

The Council can help young people while they are looking for work. Here are some examples:

- It can link young people in with partners who can help them to complete application forms and CVs
- It can provide practice interview skills with young people
- It can provide access to organisations that will provide support with interview preparation & appropriate clothing
- It can provide information on education, employment and training opportunities
- It can pay for a young person's travel costs to job interviews, although we will confirm the appointment first and ensure there are no other means to enable young people to get to their appointment
- It can provide advice and support to get on to a college course which may increase work opportunities and also help young people with information on employment training schemes or apprenticeships.
- It can help young people negotiate with the DWP to get into schemes which they are facilitating or promoting.

Any funds and support agreed must be recorded in the young person's Pathway Plan and reflect the young person's efforts to seek employment in a chosen field.

After a young person has achieved employment, financial support may still be available. Young people should speak to their worker and record the request and decision for support in their Pathway Plan. For example, a young person may wish to study part time alongside their job in order to improve their future job prospects. Any request and financial support being provided must be recorded in the young person's Pathway Plan.

If a young person achieves employment, they will need to pay towards their rent. As soon as the young person starts work, they must tell the DWP. If the young person works part time or the job is low paid, some Housing Benefit may still be available to help with the cost of rent. The young person or their employer must provide payslips to the DWP so that they

can work out the Housing Benefit entitlement. Young people will have to pay the proportion of rent which is not paid by Housing Benefit.

A young person must tell the DWP immediately if their wages or salary goes up or down or if they leave or change their job.

If a young person does not pay the right amount toward their rent they risk being evicted from their housing. If a young person has to leave their accommodation because they have not paid their rent, it may be very difficult to find somewhere else to live.

Education

Children looked after or leaving care young people are entitled to a number of supportive services from the Virtual School Team. Such services would include:

- Working with a young person's Designated Teacher, Social Worker and Personal Adviser to ensure termly Personal Education Plan (PEP) meetings are held and that the young person is involved in the development and review of their PEP. This includes ensuring there is a PEP in place for young people who are not currently in Education, Employment or Training (NEET). The Virtual School will read each young person's PEP to ensure it is effectively supporting them in their education, employment and training.
- Ensuring, through the PEP process, that every young person accesses good, personalised transitional advice and guidance including all Year 11 students moving into Year 12.
- Ensuring, through the PEP process, that schools and education settings are making effective use of termly pupil premium funding for all young people up until the end of Year 11. Pupil premium funding is to be used to support young people to make good progress in their education and to have a positive transition into the next stage of their learning.
- Ensuring, through the PEP process, that young people 16+ are accessing all available bursary support from their education, employment or training provider.
- Monitoring attendance and attainment of all 16+ young people in education, employment and training which will enable the Virtual School to identify young learners struggling to cope much sooner and discuss suitable support options
- Ensuring young people are provided with ongoing advice, support and intervention to make sure they reach full potential and to help them achieve their goals and access higher education options.
- Support for young people wishing to attend university by the way of helping learners choose their subjects, complete their personal statements and access university workshops.

Education Incentive

Subject to approval and based upon an assessment of the young person's financial needs, an incentive payment can be made to support and encourage a young person's access to Education. This will be an amount of £10 per week for accessing a course of two days or less, and an amount of £30 a week of three days or more. No payments will be made during Easter, Summer and Christmas breaks, but payments can be made for half term breaks. Payments are not included for those young people in receipt of a college bursary or who already have an alternative financial income.

Essential Equipment, Books and Activities

Colleges have special funds to help students pay for essential equipment, books and activities connected to a young person's course or training. Young people can ask their worker to help them apply for these, or to the Discretionary Learner Support Fund (DLSF), if the college has one.

If a young person is refused funding from the DLSF, the young person can ask their worker for help instead. Before any agreement to pay, the worker will check with the college that the item or activity is essential and that a young person's attendance has been over 85%. The request will be recorded in the Pathway Plan. To raise more funds, the Council can help young people to apply for educational trusts and charities.

Rewards

The Council wants to celebrate the achievements of our children in care and care leavers. The following rewards can be provided to celebrate a young person's awards and qualifications:

GCSE Exam achievements or equivalent and Level 1 / Level 2 NVQ:

- 1 - 2 passes - a single payment of £30.00 regardless of grades
- 3 - 5 passes - a single payment of £40.00 regardless of grades
- 6 + passes - a single payment of £50.00 regardless of grades

'A' Level passes or equivalent Level 3, eg. BTEC National Diploma (BTEC diplomas share equivalence with A Levels - with an extended diploma being equivalent to 3 A Levels):

- 1 A Level (or BTEC Certificate) - a single payment of £30
- 2 A Levels (or BTEC Subsidiary/Diploma) - a single payment of £40
- 3 A Levels (or BTEC Extended Diploma) - a single payment of £50

Childcare Costs While Studying or Training

If a young person is a parent of a young child, and they are on a college or training course, they will probably be eligible for the Care to Learn Scheme. To get Care to Learn, the young person must be under 20 years old on the day the course begins. As long as the young person begins the course before they are 20, Care to Learn will contribute towards childcare costs until the course has finished. Care to Learn will pay up to £160 per child per week. The money includes costs for childcare (provided an Ofsted registered childcare provider is used), registration fees and travel costs. Whilst on the Care to Learn scheme, young people will also be eligible for an allowance for Education and Training. Young people should apply for Care to Learn before the course begins and the Personal Adviser can help with this.

If a young person is over 20 years old when the course begins, they could get help with childcare costs from the Sixth Form College Childcare Scheme or from the college's Discretionary Learner Support Fund.

If a young person cannot get help with childcare costs from anywhere else, they can ask the Council for support. Young people should talk to their worker about this before they begin any course and ensure that this is recorded in the Pathway Plan. To encourage young people to participate in education and training the Council will always try to meet reasonable

costs. It will disregard Child Benefit payments when deciding whether to give the Young Person extra financial support on this issue.

18 Financial Support for Higher Education and University

Propel is a great website for any care leavers thinking of going on to higher education. Run by the Become Charity, the Propel website helps young people choose a course, offers advice on funding and includes lots of support and other care leavers' inspiring stories. Young people and Personal Advisers are encouraged to access the website at <https://propel.org.uk/UK/>.

The Personal Adviser will work in consultation with the young person and other professionals/people around them to ensure young people are supported to attend open days at universities, admission interviews and help with any finance and travel costs that are incurred.

As soon as a young person has been offered a university place, a meeting should be arranged with the young person and other significant people in their lives. The purpose of this meeting is to discuss student finance matters, including student finance entitlements. Young people should explore, with support, from their chosen university what financial support is available for care leavers at that specific university.

The Council will provide:

- Support to access tuition fees & maintenance loans
- travel costs at the start & end of term
- financial support with accommodation costs up to £54 per week, 52 weeks of the year where no alternative vacation accommodation is available
- a weekly allowance of £58.90 for the duration of the studies
- a laptop computer and printer of no more than £200 in total, if one has not already been provided by the Virtual School
- guaranteed access to the internet if not already available in the current accommodation.
- money towards the cost of graduation

Students will also be eligible to apply to the National Scholarship Programme, which is administered by individual Universities and in some circumstances for other University bursaries. Most universities have dedicated services and advisers for care leavers so young people should be supported to arrange to meet with the university's welfare department to discuss what is available.

The Frank Buttle Trust offers grants to young care leavers now at university. The young person's worker can help young people to apply for this grant and other similar grants, if eligible. In addition, the Student Loans Company provides extensive advice and support to students before, during and after studies in relation to financial entitlements and information.

Lone parents will be able to apply for a Parent's Learning Allowance and a Childcare Grant.

Due to the variation in the amount of financial support students will receive, individual assessments will be undertaken for each student.

When ending the course, the Council will pay entitlements up until the 31st August - unless the young person achieves employment and begins earning income. In this circumstance, entitlements should end following a review of the Pathway Plan.

The Council will help young people to focus on reducing and managing their debt post-graduation.

Whilst studying at university, the Personal Adviser will remain in touch at least every eight weeks and the young person's Pathway Plan will continue to be reviewed at least every six months.

The Council will not support young people wishing to progress to post-graduate degrees or qualifications. Young people will be supported to access alternative support options, as detailed above, in order to support them in their post-graduate desires.

Out of Term-Time Accommodation while in Higher Education or University

The Council will help young people negotiate with their university to stay in student accommodation during the holidays. If this is not possible, it will help young people find alternative short-term accommodation during holiday periods. It will financially support out of term-time accommodation.

Graduation

When a young person graduates from University, the Council will pay for the hire of the young person's cap and gown and for two photographs.

Working While Studying in Higher Education

A young person can work for as many hours as they wish as long as this does not harm their studies. Many students take part time jobs to increase their income.

Students from Other Countries

If a young person has lived in the United Kingdom for less than three years, they must have Refugee Status or Humanitarian Protection to be eligible for Student Finance. If a young person wants to go to university, they should plan well ahead to make sure it will be possible. If they think they may not be eligible for Student Finance, they should research alternative ways of using their time well. For example, if a young person defers university for a year, they should consider finding work in their chosen field or studying part time. Young people should speak to their worker as early as possible if they hope to go to university to avoid the possibility that they may be disappointed at the last minute. The Helena Kennedy Foundation runs an award called Article 26 which works with a small number of universities who are committed to supporting those seeking asylum or with DLR (Discretionary Leave to Remain) to access higher education.

19 Young People with a Disability

The Council will work closely with Transitions, Children with a Disability and Adult Services to make sure young people are able to get the support and transition services they need.

If a young person has a disability, language difficulty or specific additional needs then these will be taken into consideration when assessing the level of financial support they need.

20 Contact with Family or Other Significant Relationship

The Council will support young people to maintain contact with people who are important to them.

For young people who are not from the United Kingdom and who have family and friends in other countries, the Council can provide a monthly international calling card worth up to a maximum of £10. It will support young people to use the Red Cross International Tracing and Messaging Service.

For young people who have significant relationships with family and friends in the United Kingdom, the Council may provide a travel warrant for young people to visit their loved ones. It will also consider other requests. A worker will ask to speak with the person a young person wants to visit before a travel warrant is provided. The Personal Adviser will need to speak to their Manager regarding these requests.

21 Physical and Mental Health Needs

The Council will ensure young people will get services for any physical or mental health needs a young person may have. For example, it may pay for travel costs to appointments and for a worker to accompany young people if they wish. Young people should talk with their Personal Advisor and make sure any request is recorded in the Pathway Plan.

Most 16 and 17 year olds are eligible for free health services. If a young person is not automatically entitled to free health services, then a HC1 form should be completed. The HC1 form takes about a month to be processed and then the young person will receive a HC2 certificate providing free or very low cost health services. The HC2 form has to be renewed every six months. Additional payments, including contributing to the costs of prescriptions, will be considered by the Personal Adviser in order to ensure necessary health needs are met; this includes prescriptions for glasses and hearing aids.

22 Special Interests, Special Aptitudes, Holidays and Passports or Travel Documents

The Council encourages young people to take part in a range of activities and will provide young people with a leisure card so that they can take part in leisure activities at sites across Manchester at reduced costs.

If a young person has a special talent in music, sport, the arts or another field, for which extra money is needed to pursue, the Council can consider a wide range of requests. Young

people should speak with their worker about any request for funding and make sure this is recorded in their Pathway Plan.

The Council cannot usually pay for young people to go on holiday. However, it may pay for trips which form part of an educational course or which provide a young person with an important opportunity to pursue a special interest for their career. We ask that young people apply to the college's Discretionary Learners' Support Fund before considering any request. Any requests must be recorded in the Pathway Plan.

Most young people will already have a passport by the age of 18 and if they do not then this should be discussed as a priority task in the Pathway Plan. However, a young person cannot get a passport or travel document if they are an asylum seeker or if they only have Discretionary Leave to Remain in the United Kingdom. If the young person is granted Refugee Status or Humanitarian Protection, they should ask their worker to pay for their application for a passport or travel document. One renewal passport will be funded.

23 Approaching 21st Birthday

From a young person's 20th birthday onwards, the Personal Adviser should talk to young people about what will happen after their 21st birthday. Following a change in legislation in 2017, young people continue to receive a service up to the age of 25. This is a service that will gradually 'step-down', in a needs-led and young person-led manner. A level of frequency of keeping in touch will be agreed, as will if a Pathway Plan review is still required.

The Council will have given young people a lot of support and encouragement for the first three years of their adult life from 18 to 21. Once a young person reaches 21, the Council will expect most young people to be able to live and support themselves independently. However, if support is still required, for example a short-term issue requiring resolution, issues arising around disability, substance misuse or mental health problems, it will assist to ensure support is accessed from other organisations, as appropriate.

If a young person has not accessed all their entitlements by age 21, they can return to re-access their entitlements up until, but not exceeding age 25.

If the Council has continued to pay a young person's Maintenance Allowance and/or housing costs because their immigration status prevents them from working or claiming welfare benefits or Student Finance, the Council can advise young people on whether they can apply for support from somewhere else after their 21st birthday. Only in exceptional circumstances should the Council continue to provide this funding post age 21.

24 Complaints

If a young person is unhappy with the financial support offered, the first step is to contact their Social Worker or Personal Adviser or the Team Manager in the Leaving Care Service. If the young person remains unhappy, then they can make a complaint via the Council's Complaints Procedure.

Young People can receive help from NYAS, the Children's Advocacy Service, at any stage.

25 Summary

Financial support for young people leaving care as at 1st September 2020:

Additional detail within the policy should be considered for all support offered

Offer	Amount(s)	Category
Birthday allowance	£50 for 16 year olds £50 for 17 year olds £100 for 'former relevant' 18 year olds £50 for 'former relevant' 21 year olds	Eligible, Relevant, Former Relevant
Festival allowance	£50 once per year	Eligible, Relevant
Maintenance allowance	£58.90 per week	Eligible, Relevant, living in semi-independent accommodation
Support to access 16 - 19 year old Education Bursary		Eligible, Relevant, Former Relevant
Support to maintain contact	Dependent upon assessment	Eligible, Relevant, Former Relevant
Social activities, hobbies	Dependent upon assessment	Eligible, Relevant, Former Relevant
Maintaining culture and religious needs	Dependent upon assessment	Eligible, Relevant, Former Relevant
Birth certificate, passport or one other form of identification		Eligible, Relevant, Former Relevant
National Insurance Number		Eligible, Relevant, Former Relevant
Discretionary payments	Dependent upon assessment	Eligible, Relevant, Former Relevant
Bridging payments	Four week period prior to benefit claim	Eligible, Relevant, Former Relevant
Council tax exemption		Eligible, Relevant, Former Relevant (up to age 21)
Offer to 21+ young people		Former Relevant

Removal company	Up to £50, one move only	Eligible, Relevant, Former Relevant
Access to free leisure pass		Eligible, Relevant, Former Relevant
No care leaver to be made intentionally homeless		Eligible, Relevant, Former Relevant
Support to UASCs over 18		Former Relevant
First Home Grant	Up to £2000	Eligible, Relevant, Former Relevant
Education incentives	This will be an amount of £10 per week for accessing a course of two days or less, and an amount of £30 a week of three days or more	Eligible, Relevant, Former Relevant
Education awards rewards	<p>GCSE Exam achievements or equivalent and Level 1 / Level 2 NVQ:</p> <ul style="list-style-type: none"> • 1 - 2 passes - a single payment of £30.00 regardless of grades • 3 - 5 passes - a single payment of £40.00 regardless of grades • 6 + passes - a single payment of £50.00 regardless of grades <p>‘A’ Level passes or equivalent Level 3, eg. BTEC National Diploma: (BTEC diplomas share equivalence with A Levels - with an extended diploma being equivalent to 3 A Levels)</p> <ul style="list-style-type: none"> • 1 A Level (or BTEC 	Eligible, Relevant, Former Relevant

	<p>Certificate) - a single payment of £30</p> <ul style="list-style-type: none"> • 2 A Levels (or BTEC Subsidiary/Diploma) - a single payment of £40 • 3 A Levels (or BTEC Extended Diploma) - a single payment of £50 	
Support for young people in Higher Education	<p>Accessing support for tuition fees & maintenance loans</p> <p>Travel costs at the start & end of term</p> <p>Financially support accommodation costs up to £54 per week, 52 weeks of the year where no alternative vacation accommodation is available</p> <p>A weekly allowance of £58.90 for the duration of the studies</p> <p>A laptop computer and printer of no more than £200 in total</p> <p>Guaranteed access to the internet if not already available in the current accommodation.</p> <p>Money towards the cost of graduation</p>	Eligible, Relevant, Former Relevant
International calling card	Up to £10	Eligible, Relevant, Former Relevant
Contributions towards cost of prescriptions, glasses and dentistry	Dependent upon Assessment	Eligible, Relevant, Former Relevant

Care Leavers Protocol

Manchester LA Leaving Care Service

Manchester Jobcentres

Preston Service Centre UC

Introduction

DWP & Manchester City Council are committed to improving outcomes for care leavers and we are working in partnership to implement a range of measures to encourage care leavers to engage in education and employment. Universal Credit helps care leavers by making sure they have a claim for Universal Credit immediately on day one of leaving care. This will ensure immediate support is in place when leaving care.

(A care leaver is a person who has been in local authority care [for example, residential or foster care] for a period of at least 13 weeks or more, or periods amounting in total to 13 weeks or more, since they were age 14, and ending after age 16.)

Support for care leavers

The support a care leaver can get whilst on Universal Credit includes:

- advance claims to benefit, 28 days before their 18th birthday
- support for vulnerable claimants under Universal Credit, including day one access to [Alternative Payment Arrangements and Personal Budgeting Support](#)
- undertaking full-time non-advanced education whilst on Universal Credit
- exception to the seven [Waiting days](#) being applied for care leavers making their first claim for Universal Credit (therefore entitled to benefit from the first day of their claim)
- access to hardship payments from day one of their sanction

‘Universal Credit’ Benefit Claim Process

The following process will be available to all care leavers for claiming Universal Credit:

‘Advanced claim’ for a care leaver

Care leavers can make an ‘advanced claim’ to Universal Credit up to 28 days prior to their 18th birthday. These claims will not be **submitted** until the claimant’s **18th birthday** but can be viewed and checked by Universal Credit Service Centre agents.

Local Authority Care Leaver teams can assist young people to make their claim online and to book appointments.

A number of steps must be completed within the 28 days before the claim is submitted, to allow an immediate **advance of payment** request. This includes making a pre-claim appointment with Helen or Steve.

- confirm the claimant's identification
- confirm bank account details
- confirm the claimant is a care leaver (for example, written confirmation from the local authority on headed paper or by email, official paper work relating to the claimant being in care)
- book an 'Initial Evidence' and 'Commitment' interview (on or as soon as possible after their 18th birthday)
- book appointment with JCP WC and Personal Budgeting Support to consider APA process

The care leaver may bring a social worker or support worker with them to the 'pre-claim appointment' at the Jobcentre.

The care leaver 'Single Point of Contact (SPOC)' in each Jobcentre (**see below Annex 1**) will support the care leaver throughout their claim. The SPOC will book additional appointments for the care leavers 18th birthday to complete the claim process

- The Manchester LA Social Worker/ Personal Adviser will ensure that the young person has their National Insurance number or acceptable identification or ID evidence if a National Insurance number interview will be required.

(See below Annex 2 with examples of Primary & Secondary ID Evidence)

Further information can be found at the Gov.uk website:

[Applying for a National Insurance number: Gov.uk - Money, tax and benefits](#)

- The Social Worker/ Personal Adviser will also ensure that the young person has a basic bank account/post office account to enable their Universal Credit to be paid into.

SUPPORT FOR EDUCATION, EMPLOYMENT & TRAINING

Jobcentre Plus Work Coaches and Manchester Leaving Care Teams will work together to maximise the opportunities for all care leavers.

Manchester Leaving Care Team will:

- Prepare young people to engage with their Job Centre Plus Work Coach to develop & agree their 'Claimant Commitment' Action Plan.

- Notify the 'JCP Care Leaver SPOC' when a young person makes a claim for Universal Credit.
- Provide ongoing support to the care leaver to maintain their Universal Credit online Account & Journal.
- Promote to care leavers the free Computer access in the local Jobcentres & Libraries.
- Liaise with the 'JCP Care Leaver SPOC' if the young person does not appear to be making progress.

Jobcentre Plus Work Coach / Care Leaver SPOC will:

- Ensure that all care leavers have an effective and up to date CV.
- Liaise with the Young person / Social Worker/ Personal Adviser to obtain job goals and update their 'Claimant Commitment Action Plan'.
- Maintain a record of care leavers to prioritise access to opportunities.
- Liaise with the Social worker/ Personal Adviser if any issues or concerns arise.
- Offer extra support to care leavers by promoting;
'Second chance learning' - enabling young people with no parental support (up until 21 years old) to claim Universal Credit if returning to full time, non-advanced education to make up for missed qualifications.
- Care leavers will be able to get additional support under Universal Credit to undertake full-time 'non-advanced education' while on Universal Credit.
- 'Non-advanced education' is any qualification up to A Level, or equivalent. A young person with no parental support will be able to qualify up to age 21, or the end of the academic year in which they reach age 21.

SUPPORT FOR EMERGENCY ASSISTANCE FOR CARE LEAVERS

Awaiting payment of a new claim

When a young care leaver has made a new application for Universal Credit and **submitted** their online claim and are awaiting their first payment.

- Young Person with their Leaving Care PA will discuss Bridging payments and accessing their Personal Budget whilst their UC claim is processed (5 weeks)

A request can be made for an Advance Payment (AP) of Benefit by contacting the UC Service Centre on **0345 600 4272** if the above is not in place–

- NB - an AP cannot be applied for prior to the 18th birthday. Once 18 years old and UC claim submitted an AP claim can be applied for.
- This is a loan and must be paid back over an agreed period.

Benefits Sanctioned or Suspended

If a care leaver receives a sanction or suspension of their benefits for any reason from Job Centre Plus the young person should be advised to;

- Immediately notify their Social Worker/ Personal Adviser.
- Social worker/Personal adviser to contact young person's Work Coach/SPOC
- Make a claim for a discretionary LA hardship payment.
- Seek Welfare Rights advice, and make a claim for a DWP **Hardship Payment**.

(Hardship payments are available as a safeguard to people who are subject to a benefit sanction. Claimants who are under 21 and who have left local authority care in the last three years are able to apply for hardship payments of 60% of their normal benefit payment from day one of the sanction)

NAMED CONTACTS

To enable this process to work efficiently named contacts are vital. Named contacts are listed below

Manchester LA Leaving Care service Team

NAME	EMAIL	TEL NUMBER
Nick Whitbread Service Lead-Leaving Care	Nick.whitbread@manchester.gov.uk	0161227 3030 07976863858

JOB CENTRES

Manchester Jobcentre Plus

JOB CENTRE	SPOC	TEL NO	E:mail
Cheetham Hill	Carol Huell	0161 253 8750	Carol.huell@dwp.gov.uk
Didsbury	Julie Sinclair	01619128361	Julie.Sinclair1@dwp.gov.uk
Hulme	Kay Carr	0161 253 8835	Kay.carr@dwp.gov.uk
Newton Heath	Ivan Sinha	0161 253 2866	Ivan.Sinha1@dwp.gov.uk
Openshaw	Jayne Sullivan Cherry Kinsley	0161 251 3465 0161 251 3453	Jayne.sullivan1@dwp.gov.uk Cherry.kinsley@dwp.gov.uk
Rusholme	Craig Brandwood	0161 248 2954	Craig.brandwood@dwp.gov.uk
Wythenshawe	Fred Thomas	0161 451 4300	Fred.thomas@dwp.gov.uk
Partnership Manager	Chris Hulse	0161 254 8069 07768504748	Christine.hulse@dwp.gov.uk

PRESTON SERVICE CENTRE

NAME	JOB TITLE	EMAIL
Pam Brooks	Senior Operations Manager	Pam.Brooks@dwp.gov.uk

ISSUE RESOLUTION

In the event that an issue cannot be resolved by the named contacts, please contact:

NAME Chris Hulse
DWP Partnership Manager- Manchester LA Area

Tel No: 0161 254 8069
Mobile No: 07768504748

Email: Christine.hulse@dwp.gov.uk

NAME Nick Whitbread
Service Lead-Manchester Leaving Care Service

Tel No: 0161 227 3030
Mobile No;0797 686 3858

Email:

NAME

Tel No:

Email:

To support UC Full Service claims –**Primary evidence documents listed below must be current and originals.****Document**

- A current passport showing that the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the United Kingdom and Colonies having the right of abode in the United Kingdom.
- A current passport or national identity card showing that the holder, or a person named in the passport as the child of the holder, is a national of the European Economic Area or Switzerland.
- A residence permit, registration certificate or document certifying or indicating permanent residence issued by the Home Office or the United Kingdom Border Agency to a national of a European Economic Area country or Switzerland.
- A permanent residence card issued by the Home Office or the Border and Immigration Agency to the family member of a national of a European Economic Area country or Switzerland.
- A Biometric Residence Permit issued by the United Kingdom Border Agency to the holder which indicates that the person named in it is allowed to stay indefinitely in the United Kingdom, or has no time limit on their stay in the United Kingdom.
- A passport or other travel document endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the United Kingdom, has the right of abode in the United Kingdom, or has no time limit on their stay in the United Kingdom.
- An Immigration Status Document issued by the Home Office or the United Kingdom Border Agency to the holder with an endorsement indicating that the person named in it is allowed to stay indefinitely in the United Kingdom or has no time limit on their stay in the United Kingdom.
- A certificate of registration or naturalisation as a British citizen, which indicates the holder is entitled to take up employment in the United Kingdom.
- NHS staff card containing a biometric

Where none of the primary identity documents listed above are held, a full or provisional UK driving licence photo card is acceptable as primary documentation.

Secondary ID evidence

Ensure documents where necessary are current and original or are a certified copy:

Document

- Certificate of registration or naturalisation as a British citizen
- UK asylum seekers Application Registration Card (ARC)
- HMG issued convention travel document

- HMG issued stateless person document
- HMG issued certificate of travel
- HMG issued certificate of identity
- Original Birth certificate issued in the Channel Islands, the Isle of Man or Ireland (or certified copy from Registrar)
- Foreign birth certificate
- Original (or certified copy from Registrar) birth/adoption certificates
- Provisional driving licence (where photo card licence, the photo has not expired)
- Utility bills (e.g. gas, electric, water, telephone) dated within the last 6 months
- Local Authority rent card
- Council tax documents dated within the last 6 months
- Life assurance/insurance policies dated within the last 6 months
- Buildings, contents, vehicle insurance dated within the last 6 months
- Mortgage repayment policies dated within the last 6 months
- Recently paid fuel/telephone bills in the customer's name dated within the last 6 months
- Mobile telephone contract account dated within the last 6 months
- Original marriage certificate
- Original civil partnership certificate
- Divorce/annulment papers
- Dissolution of civil partnership papers
- Certificate/contract of employment in Her Majesty's forces
- Certificate/contract of employment under the Crown
- Certificate/contract of employment in the Merchant Navy
- Current Police registration certificate
- Current firearms certificate
- Current/recent wage/pension slip that includes payee name and NINo
- Letter from employer/contract of employment
- Deed Poll certificate
- Current bank/ building society/Post Office card account statements
- Current/open saving account book
- Personal cheque book
- Current debit/switch card
- Current charge or credit card
- Personal loan account statements
- Trade Union membership card
- Fire brigade ID card
- Armed Forces ID card
- Travel pass with photograph affixed dated within the last 6 months
- Apprenticeship indentures

- Vehicle registration documents dated within the last 6 months
 - Non-UK driving licences
 - Expired passport
 - Form B79, a form used to notify DWP staff that a person has been discharged from prison and has been advised to claim benefit
 - Bail Sheet
 - Police warrant card
 - Correspondence from HMRC
 - Tenancy agreement for current property
 - Invoices (self-employed) dated within the last 6 months
 - Letter from accountant or solicitor containing information which helps to establish identity
 - Current/recent instrument of court Appointment e.g. Probate or court registered Power of Attorney
 - Stock transfer certificate (Director)
 - Certificate of incorporation (Director)
 - Memorandum of association (Director)
-
- NHS medical card
 - Student ID card
 - Proof of age card issued under the Proof of Age Standards Scheme
 - Letter from educational institution (student)
 - Educational certificate gained from any recognised educational institution
 - Student loan documentation
 - Disclosure and Barring Service (DBS) Enhanced Disclosure Certificate

Although this list is not exhaustive - please note that a National Insurance card cannot be taken as either primary or secondary ID evidence at any time.