

# **Care Leavers Protocol**

**Protocol between:**

**Rochdale, Middleton & Heywood**

**Jobcentre Plus,**

**Benefit Delivery Centres**

**and**

**Rochdale Cared For Children Services**

## **SUPPORT FOR EMPLOYMENT**

Jobcentre Plus and Rochdale Cared for Children & Care Leaver Team will work together to maximise the opportunities for all care leavers living in the Rochdale Borough.

### **Jobcentre plus will notify Care leavers and those staying put that:**

- They are entitled to voluntary access to the Work and Health Programme from day 1 of their benefit claim.
- They can make an advanced claim to benefit to prevent delays in payment.
- They can access Income Support & Housing Benefit up to age 21 when in full time non-advanced education.
- Under the Staying Put Arrangements care leavers can remain living with their ex foster carers up to age 21 and claim welfare benefits.
- There is immediate access to JSA Hardship Payments – where sanctions are applied care leavers under 21 are treated as a vulnerable group with immediate access to JSA Hardship Payments.
- They are exempt from waiting days in universal Credit – care leavers making their first claim to Universal Credit are exempt from serving waiting days so are eligible from the first day of their claim.

### **Rochdale Cared for Children & Care Leaver Team will**

- Ensure that all care leavers and those staying put have a current CV, email and universal job match account.
- Prepare Care Leavers to engage with their work coach.
- Ensure that the appropriate data sharing form is completed in full and a copy given to Jobcentreplus.
- Liaise with the named work coach if the Care Leaver does not appear to be making progress
- Ensure all options for employment, education & training are clear & available in the Care Leaver Pathway Plan.

# Applying for Benefits General Information

## UNIVERSAL CREDIT

Rochdale, Middleton and Heywood are Universal Credit outlets. Anyone of working age needing to claim a benefit will initially need to claim Universal Credit on line.

<https://www.gov.uk/apply-universal-credit>

A series of gateway questions will check eligibility for Universal Credit. If eligibility criteria is not satisfied a legacy benefit such as Jobseekers Allowance, Income Support or Employment Support Allowance will need to be claimed by telephone on 0800 055 6688

## INCOME SUPPORT:

To claim Income Support:

- **Telephone** – you can claim via telephone/text phone. Lines are open Monday to Friday 8:00am to 6:00pm.
  - a. **Telephone:** 0800 055 6688
  - b. **Text phone:** 0800 023 4888
- You will need to provide your national insurance number, bank details, rent details, employer details and savings details over the phone. Have this information ready before you phone.
- If undertaking non-advanced education: you must be undertaking at least 12 hours of non-advanced education per week. You will need to show proof of education, i.e. a letter from college

## JOBSEEKERS ALLOWANCE:

To claim Jobseekers Allowance

- **Telephone** – you can claim via telephone/text phone. Lines are open Monday to Friday 8:00am to 6:00pm.
  - a. **Telephone:** 0800 055 6688
  - b. **Text phone:** 0800 023 4888

## EMPLOYMENT AND SUPPORT ALLOWANCE:

**Telephone** – you can claim via telephone/text phone. An advisor will go through the application form with you and fill it in whilst you are speaking to them. Lines are open Monday to Friday 8:00am to 6:00pm.

c. **Telephone:** 0800 055 6688

d. **Text phone:** 0800 023 4888

You will need to provide your national insurance number, bank details, rent details, employer details and savings details over the phone. Have this information ready before you phone.

**Or Download a claim form** – alternatively you can download a claim form. Go to <http://www.gov.uk>, search for 'Employment and Support Allowance'. Once on the information page, follow the link for 'How to claim and how much you can get'. This will provide a link to download the claim form which will need to be returned to your nearest Job Centre.

- A medical certificate (**called a 'Fit-Note'**)\* from a doctor is also needed.

## **DISABILITY LIVING ALLOWANCE (FOR CHILDREN):**

**Call the DLA Enquiry line** – call to request a claim pack and arrange for someone to help fill in the form if required. The date you request a claim form will be the date your claim can be paid from if returned within 6 weeks. You can call Monday to Friday between 8:00am and 6:00pm.

**a. Telephone:** 0800 121 4600

**b. Text phone:** 0345 722 4433

**Or go Online** – go to <http://www.gov.uk>, search for ‘Disability Living Allowance (DLA) for children’. Once on the information page, follow the link for ‘How to claim’. This will provide a link to the online claim system.

**Or Download a claim form** - go to <http://www.gov.uk>, search for ‘Disability Living Allowance (DLA) for children’. Once on the information page, follow the link for ‘How to claim’. This will provide a link to download the claim form.

- The DLA form requires a **statement\*** from someone who is involved in the child, young person’s care – there is space on the claim form to write this. This can be from a foster/adult carer, doctor, social worker or therapist.

## **PERSONAL INDEPENDENCE PAYMENT**

Either

**Call the DWP-PIP – claim line** – to register a claim. Basic information will be required, such as identity documentation, details of the claimant’s doctor, bank account details. A person can make a claim on the claimant’s behalf; the claimant will need to be present during the call unless the person has been officially appointed to deal with the claimant’s claim (‘Benefits Appointee’). After registering the claim, a form will be sent to the claimant requesting details of the claimant’s medical condition. You can call Monday to Friday between 8:00am and 6:00pm.

**c. Telephone:** 0800 917 2222

**d. Text phone:** 0800 917 7777

You can also write asking for a form (this can delay the decision on your claim).

Personal Independence Payment New Claims

Post Handling Site B

Wolverhampton

WV99 1AH

## **CHILD TAX CREDITS**

To claim Tax Credits contact the Tax Credit Helpline on:

You can call Monday to Friday between 8:00am and 6:00pm and on Saturday between 8.00am and 4.00pm.

**Telephone:** 0345 300 3900

**Textphone:** 0345 300 3909

## **HOUSING BENEFIT AND COUNCIL TAX SUPPORT**

To claim Housing Benefit and Council Tax Support you will need to fill in a claim form from the Housing Department in the area in which you live. You can often download a form from your local housing department/council website. Go to the relevant Council website and search for Housing Benefit, which will provide a link to their Housing Benefit forms. Alternatively, you can ask at your local council offices. Housing Benefit is paid for those living in Council or Housing Association accommodation and the Local Housing Allowance system is used to calculate the level of housing benefit paid to private sector tenants.

## **Making a Claim to Benefit ;**

If the young person needs to apply for a National Insurance number;

<https://www.gov.uk/apply-national-insurance-number>

- The Care Leavers Personal Adviser will ring the named contact at the appropriate Jobcentre to notify of a young person due to leave care. From discussion with the Care Leaver & the Care Leavers Personal Adviser the named Jobcentre contact will assess the most appropriate benefit to claim and the next step in the process. (Rochdale, Heywood & Middleton – Margaret Alger 07876505184 or Janie Wardle 07876506864.
- The Care Leavers Personal Adviser will ensure benefit claim forms are completed fully.

The Care Leavers Personal Adviser will also ensure that the young person has their National Insurance number or acceptable identification.

This includes:

- valid passport (UK or foreign)
  - national identity card (UK or foreign)
  - residence permit or residence card including biometric immigration residency documents
  - full birth or adoption certificate and letter from after care team verifying I.D
  - full marriage or civil partnership certificate
  - driving license (UK or foreign)
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- The Care Leavers Personal Adviser will also ensure that the young person has a basic bank account/post office account to enable their benefit to be paid into.
  - If agreed by the Care Leaver, the signed & completed disclosure of information letters to be taken to the initial benefit interview.

Once the claim has been processed, if agreed by the Care Leaver their work coach / adviser to have details of their Personal Adviser from the Care Leaver Team in order to work together to provide support into work or training.

## **Named contacts**

### **Rochdale, Middleton, Heywood Jobcentres**

<b>NAME</b>	<b>EMAIL</b>	<b>TEL NUMBER</b>
UC team Roc	<a href="mailto:margaret.alger@dwp.gsi.gov.uk">margaret.alger@dwp.gsi.gov.uk</a> <a href="mailto:Janie.wardle@dwp.gsi.gov.uk">Janie.wardle@dwp.gsi.gov.uk</a>	07876 505184 07876 506864
JSA Team Roc	As Above	
ESA Team Roc	As Above	
Middleton	As Above	
Heywood	As Above	

### **Benefit Delivery Centres**

<b>NAME</b>	<b>EMAIL</b>	<b>TEL NUMBER</b>
Diane Jeynes JSATeam Hyde	<a href="mailto:maria.hughes@dwp.gsi.gov.uk">maria.hughes@dwp.gsi.gov.uk</a>	01282 473281

<b>NAME</b>	<b>EMAIL</b>	<b>TEL NUMBER</b>
ESA Team Burnley Gareth Broxup	<a href="mailto:gareth.broxup@dwp.gsi.gov.uk">gareth.broxup@dwp.gsi.gov.uk</a>	01282 473227

<b>NAME</b>	<b>EMAIL</b>	<b>TEL NUMBER</b>
Kath Fleming IS Team Burnley	<a href="mailto:Kath.Fleming@dwp.gsi.gov.uk">Kath.Fleming@dwp.gsi.gov.uk</a>	01282 473344

### **Care Leaver Team**

<b>NAME</b>	<b>EMAIL</b>	<b>TEL NUMBER</b>
Nick Whitbread	<a href="mailto:Nick.whitbread@rochdale.gov.uk">Nick.whitbread@rochdale.gov.uk</a>	0300 303 0440
Angelica Freeman	<a href="mailto:Angelica.freeman@rochdale.gov.uk">Angelica.freeman@rochdale.gov.uk</a>	0300 303 0440

In the event that an issue cannot be resolved by the named contacts, please contact:  
Molly Brown. Partnership Manager Telephone: 01706 705049  
[molly.brown@dwp.gsi.gov.uk](mailto:molly.brown@dwp.gsi.gov.uk)



Children's Social Care

Tel:03003030440

Rochdale Borough Council

Floor 3, Fashion Corner

57/59 Drake Street, Rochdale, OL16 1XL

Date:

Re:

D.O.B:

To whom it may concern,

I give permission for.....from The Care Leaver Team, to liaise with representatives from Jobcentre Plus via telephone or email and discuss issues regarding my claim to benefit and employment opportunities

Please keep a copy of this letter on my file for future reference,

Signed ;

Print name ;

**NB please note that a copy of this document should be retained by the following: the Customer, Benefit Delivery Centre, Jobcentre and the customer's Leaving Care Team.**

I agree to my Personal Adviser from Rochdale Cared for Children & Care Leavers Team and my Jobcentre Adviser sharing information and discussing my situation with the following agencies:

Tick each agency or person as relevant:

- Positive Steps
- Job Centre Plus
- Housing Benefit Department
- Housing Department and Partner Housing Associations
- Local College and Employment and Training Providers
- Health Services
- Other Agency or Individuals (Specify)

I understand that my Personal Adviser from Rochdale Cared for Children & Care Leavers Team and my Jobcentre Adviser will only share my personal information with these agencies on a 'need to know' basis and in situations relevant to each particular agency.

Full Name.....

Signed..... Date of Birth.....

Address.....

National Insurance Number.....

My Personal Adviser from Rochdale Cared for Children & Care Leavers Team and my Jobcentre Adviser will review this consent to share information on a yearly basis.

Date agreement made.....

Date agreement to be reviewed..... (not more than one year after the agreement is made)

**NB please note that a copy of this document should be retained by the following: the Customer, Benefit Centre, Jobcentre and the customer's Leaving Care Team.**

CARE LEAVER PRIORITY CLAIM

Any questions or queries relating to customers leaving care or the communication process, please contact; Molly Brown 01706 705049, [molly.brown@dwp.gsi.gov.uk](mailto:molly.brown@dwp.gsi.gov.uk)

To:.....

From (Jobcentre): .....

Attached is JSA claim from:

Name:.....

NiNo:.....

Address:.....

The customer is supported by the Leaving Care team. Please arrange to process the claim, with benefit payments to start on the customers 18th birthday: date.....

Signed (Adviser):.....

Tel: .....

Date:.....