



### Project Beneficiaries

In the eighth project year so far, the *All in Edinburgh* welfare rights team have provided a service to 108 clients.

All in Edinburgh Partner	Total	Casework	Brief Enquiry
Enable	14	14	0
Forth Sector	45	43	2
The Action Group	49	47	2
Into Work	Into Work continues to operate an in-house welfare rights service.		
<b>Total</b>	<b>108</b>	<b>104</b>	<b>4</b>

### Referrals

We received **29 new referral enquiries** from April – June 2022. A breakdown by consortium partner is shown below.

Total	In Work /Job Offer	Seeking Work
5	2	3
7	5	2
17	11	6
<b>29</b>	<b>18</b>	<b>11</b>

“Always helpful, friendly, and approachable.”  
- Client

“My Adviser was always very good with suggestions of services, grants and information I needed and always helped me to apply for it if I didn't know how.” - Client

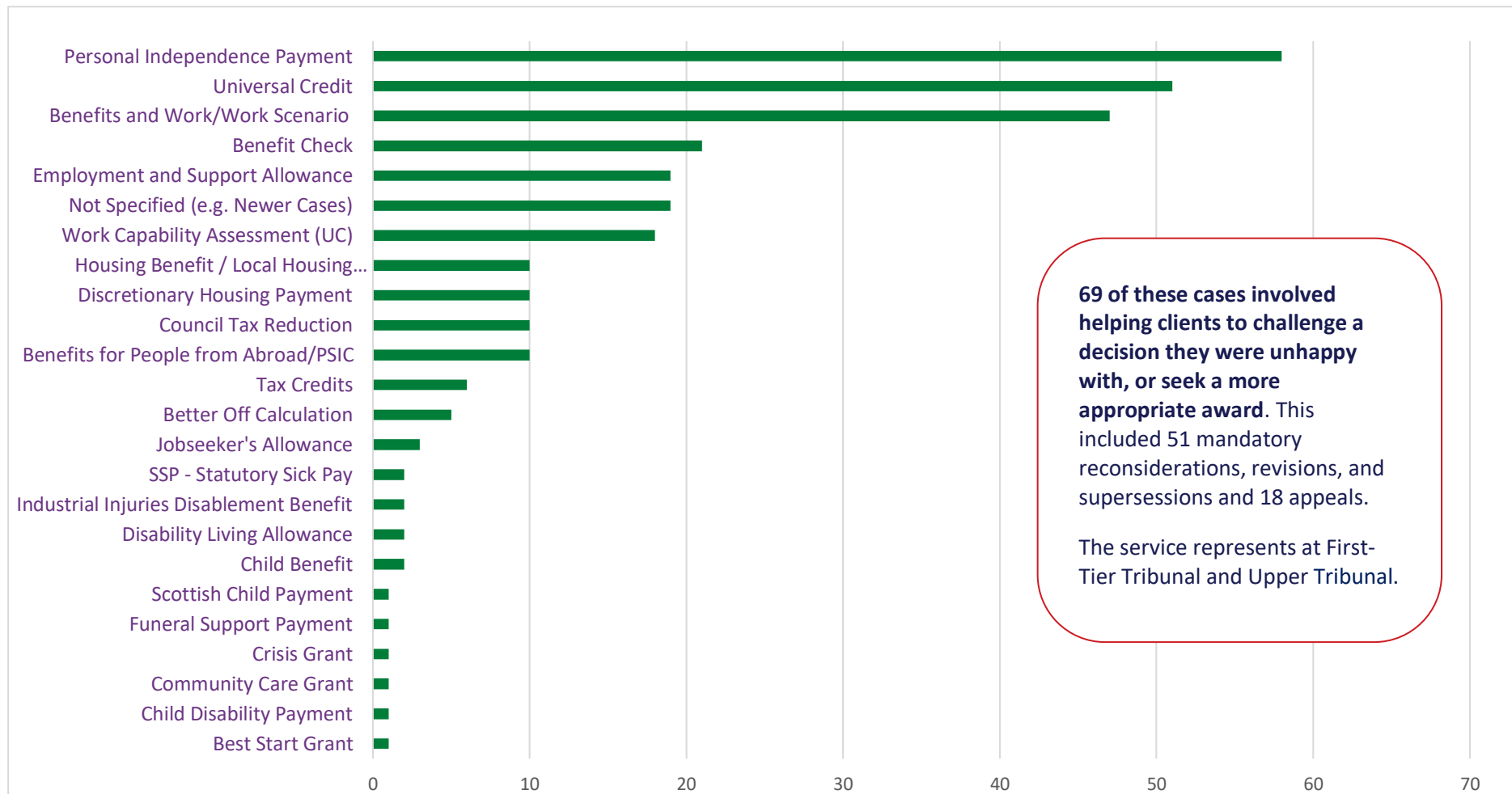
“I’ve never felt so supported by someone like my adviser, from helping me with benefits and anything that could help me financially to even psychologically listened to my problems and always advising me with everything.” - Client





**Welfare Rights Cases by Topic: April – June 2022**

In the first quarter of the eighth project year, we have been working across **248 cases**. Topics of advice have included assistance with better-off in work calculations, claiming benefits, challenging decisions, as well as wider support such as travel concessions, council tax discounts, and accessing other services. The most common topic of advice overall is Personal Independence Payment (PIP), which is a benefit paid to people in work as well as seeking work. Universal Credit enquiries continue to increase as expected, though we still receive a significant number of enquiries relating to legacy benefits, including Working Tax Credit.



**69 of these cases involved helping clients to challenge a decision they were unhappy with, or seek a more appropriate award.** This included 51 mandatory reconsiderations, revisions, and supersessions and 18 appeals.

The service represents at First-Tier Tribunal and Upper Tribunal.



Total Financial Gains for Project Beneficiaries: Y8 Q1	Y8 Total	Total since Project Start
£157,420.73	£157,420.73	£3,839,885.55

### Case Study – Douglas

*\*names and identifying details have been changed*

Douglas was referred to our service to check how his benefits would be impacted by his new job offer as well as a new tenancy agreement, both due to start within a few weeks. Our advice service responded quickly to the enquiry and let Douglas know that he would need to make a claim to Universal Credit in order to be paid an amount for his rent, and to receive financial support while working.

Douglas was advised that he would be financially better-off claiming Universal Credit after he moves, but before he starts employment. This would allow him to receive Disability Premium payments and to retain his Limited Capability for Work-Related Activity status. Following this initial advice, Douglas moved into his new tenancy and then made a successful claim for Universal Credit.

Douglas was supported by our adviser to request that his Disability Premium be added to his previous benefit and to his ongoing award of Universal Credit. He is still awaiting the outcome of this request, but it is expected that this will add an additional £120 per month to his Universal Credit award.

Claiming Universal Credit when he was advised to meant that Douglas was able to retain his Limited Capability for Work-Related Activity status. This meant that his income was maximised when he moved into his new role. He receives an additional element of Universal Credit (initially £343.63, now £354.28 per month) and also has a work allowance within his claim. This means that the some of his monthly earnings (initially £293, now £344) are not considered when working out his Universal Credit award.

Since then, Douglas has increased his work hours. Prior to taking on more hours, our adviser was able to check his entitlements, and inform Douglas how this change would affect his Universal Credit award. While his payments did reduce due to increasing his hours, they did not stop and his overall income was increased. This gave Douglas confidence around accepting and carrying out increased hours at work.