

## Claiming Benefits – Claim Process

### APPLYING FOR BENEFITS? WHAT PROCESS DO I FOLLOW TO CLAIM?

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

To claim Housing Benefit and Council Tax Benefit you will need to fill in a claim form from the Borough or District Council in which you live. If you live in Leeds you can download a form from the Council website. Go to the 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.

#### **INCOME SUPPORT:**

There are three ways you can claim Income Support:

1. **Online** – go to <http://www.direct.gov.uk>, search for 'Income Support'. Once on the information page, follow the links for 'How to claim and how much you can get.' This will provide a link to the online claim system.
2. **Telephone** – you can claim via telephone/textphone. 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 8:00pm.
  - a. **Telephone:** 0800 055 6688
  - b. **Textphone:** 0800 023 4888You 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.
3. **Download a claim form** – alternatively you can download a claim form. Go to <http://www.direct.gov.uk>, search for 'Income Support'. Once on the income support 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.
  - If undertaking non-advanced education: must be at least 12 hours a week. You will need to show proof of **education\***

#### **JOBSEEKERS ALLOWANCE:**

There are two ways you can claim Jobseekers Allowance:

1. **Online** – go to <http://www.direct.gov.uk> and search for 'Jobseekers Allowance'. Once on the information page scroll down to 'How to claim'. Here you will find a link to claim online.
2. **Telephone** – phone Job Centre Plus Monday to Friday between 8:00am and 8:00pm.
  - a. **Telephone:** 0800 055 6688You 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.

#### **EMPLOYMENT AND SUPPORT ALLOWANCE:**

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There are three ways you can claim Employment and Support Allowance:

1. **Online** – go to <http://www.direct.gov.uk>, search for 'Employment and Support allowance'. Once on the information page, follow the links for 'How to claim and how much you can get.' This will provide a link to the online claim system.
2. **Telephone** – you can claim via telephone/textphone. 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 8:00pm.
  - c. **Telephone:** 0800 055 6688
  - d. **Textphone:** 0800 023 4888You 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.
3. **Download a claim form** – alternatively you can download a claim form. Go to <http://www.direct.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:

There are three ways you can claim Disability Living Allowance:

1. **Call the Benefits Enquiry line** – call to request a claim pack and arrange for someone to help you fill out 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 8:30am and 6:30pm or on a Saturday between 9:00am and 1:00pm.
  - a. **Telephone:** 0800 88 22 00
  - b. **Textphone:** 0800 24 33 55
2. **Online** – go to <http://www.direct.gov.uk>, search for 'Disability Living Allowance'. Once on the information page, follow the link for 'How to claim'. This will provide a link to the online claim system.
3. **Download a claim form** - go to <http://www.direct.gov.uk>, search for 'Disability Living Allowance'. 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 young persons care – there is space on the claim form to write this. This can be from a foster/adult carer, doctor, social worker or therapist.