



Wendy Sweet <knowstoneparishclerk@gmail.com>

Citizens Advice (TNMW Devon) April Newsletter

2 messages

Citizens Advice TNMWD <info@ruraldevoncab.org.uk>

15 April 2019 at 12:32

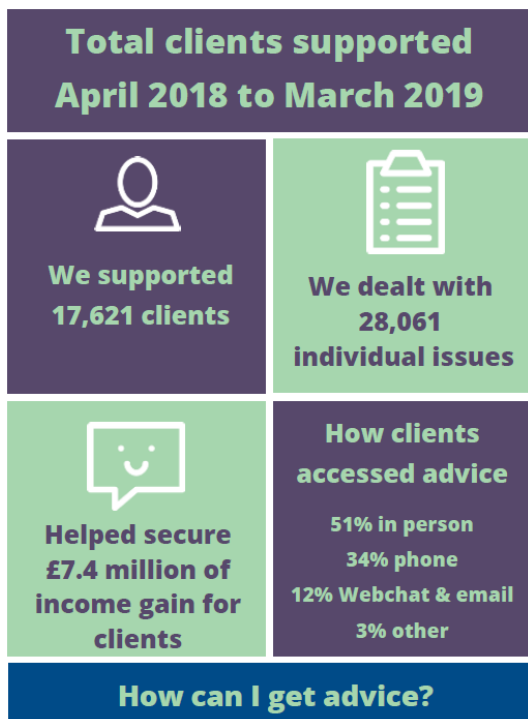
Reply-To: Citizens Advice TNMWD <info@ruraldevoncab.org.uk>

To: parishclerk@knowstone.org.uk

Citizens Advice Torridge, North, Mid and West Devon

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April 2019



As we reach the end of one financial year, here at Citizens Advice Torridge, North, Mid and West Devon, we look back at the year and forwards to the next. Have a look opposite, at the amazing number of people we have supported last year.

We started this year with an inspiring conference for many of our volunteers and staff. We have also launched our 'Help to Claim' service (see below).

Our support is available to everyone and anyone. Read on to find out about one of our projects.

Find out how you can access it here. Follow us on Twitter and Facebook for ongoing updates and information.

Citizens Advice launches new service for people applying for Universal Credit

On 1st April 2019 Citizens Advice Torridge, North, Mid & West Devon (TNMWD) launched a new service called “Help to Claim” for those who need help to apply for Universal Credit in Torridge, North, Mid & West Devon. People will now be able to get free support from the charity as they submit their Universal Credit application to get their first full payment.

Help will be tailored to the individual and available, face-to-face, over the phone **0800 144 8 444 (England)** and online through webchat and advice content: citizensadvice.org.uk. This may include assistance with the online application form or help with providing evidence like childcare costs.

A recent survey by the charity found more than a third of people Citizens Advice has helped struggled to provide the evidence needed to complete their Universal Credit claim.

The charity has already helped over 1000 people locally with problems relating to Universal Credit. Nationally, Citizens Advice has helped over 230,000 people with Universal Credit.

The Help to Claim service will be delivered through the Citizens Advice network across England and Wales. Citizens Advice Scotland will also be delivering the new service in Scotland.

Universal Credit is a new benefit that combines 6 benefits into 1, including Jobseekers Allowance and Working Tax Credits. It is now fully rolled out across the UK for new claims, although people receiving existing legacy benefits have not yet been moved across unless they had a change in circumstances. When fully implemented, around 7 million people in England and Wales will be receiving Universal Credit.

Vicki Rowe, Chief Officer of Citizens Advice TNMWD, said:

“On 1st April we’re launching a new service specifically for those who need help applying for Universal Credit.

“We offer free, independent, impartial and confidential advice to people in the community every day and have developed an expertise in dealing with Universal Credit. We’ve seen first-hand what can happen when people struggle to make a claim and their payments are delayed.

“We encourage anyone who needs help with their application to get in touch with us either in-person, over the phone 0800 144 8 444 8am - 6pm or over webchat: citizensadvice.org.uk/helpclaim 8am – 6pm

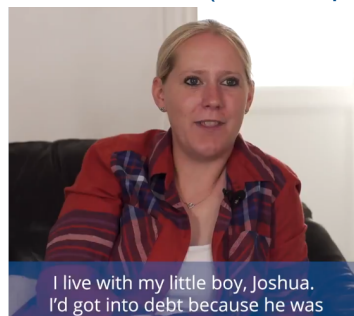
Or Face to face - Our Help to Claim Caseworkers will be present in the following locations Barnstaple JCP, Bideford JCP, Ilfracombe Centre, Tiverton JCP, Tavistock CA or Okehampton CA; see below or our website for the times at these locations; <http://www.ruraldevoncab.org.uk/news>

BARNSTAPLE JobCentre Plus(JCP) <i>Princess House, Queen St, Barnstaple EX32 8HD</i>	Monday 9am – 5pm Wednesday 1am – 5pm Thursday 9am – 5pm
BIDEFORD JobCentre Plus(JCP) <i>Northbank House North Rd, Bideford, EX39 2NR</i>	Tuesday 9am – 5pm Thursday 9am – 5pm
ILFRACOMBE <i>Ilfracombe Centre, Ilfracombe, EX34 8AL</i>	Wednesday 9am – 12pm
TIVERTON JobCentre Plus(JCP) <i>Phoenix House, Phoenix Ln, Tiverton EX16 6FF</i>	Friday 9am – 5pm
TAVISTOCK Citizens Advice <i>Abbey Surgery, Plymouth Road, Tavistock, PL19 8BU</i>	Tuesday 9am – 12.30pm
OKEHAMPTON Citizens Advice <i>Ockment Centre, North St, Okehampton, EX20 1AR</i>	Wednesday 9am – 12.30pm

Please note: These may be subject to change.

The difference we make to people's lives

Kelly shares her story, of how her **#debt** spiralled out of control after she took out a credit card to buy her son a bed, as he had out grown his cot. @CitizensAdvice helped her find a way forward - this is her story 🎥
(Click on picture)



Kelly's story
My debts spiralled

**citizens
advice**

Citizens Advice in Tavistock has now moved to:
Abbey Surgery, 28 Plymouth Road, Tavistock PL19 8BU.
See website for opening times: <http://www.ruraldevoncab.org.uk/>





COMMUNITY EVENTS VOLUNTEERS

Opportunities

Are you **outgoing** and enjoy **interacting with people**?

Do you enjoy **attending local events** and shows?

Your local Citizens Advice is looking for people to join a group of like-minded volunteers to help organise and run a variety of local **promotional and fundraising events**.

You'll be helping us to **help more people** with free advice **whilst developing your skills and experience**, and having fun!

If you would like to:

- ✓ Be part of a great team of like-minded people
- ✓ Share your skills and passion for bringing people together and
- ✓ Raise awareness and funds to help us continue to help thousands of people with free advice each year then...

Get in touch to see what is happening in your local area.

Contact: MARK BAILEY
TEL: 01271 312948
Email: mark.bailey@ruraldevoncab.org.uk



citizens advice Torridge, North, Mid & West Devon

80th Charity Concert

We recently held a successful 80th Charity Concert. With many thanks from our sponsors, Greenslade Taylor Hunt, many local donations, and the dedication of Keith (a local Adviser) we raised in the region of £1300.



Do keep a watch out for other events to celebrate 80 years of Citizens Advice.



General Advice - opening times

For 24 hour information, please visit www.citizensadvice.org.uk

An email and webchat service is also available between
10am and 4pm Monday to Friday

For general advice call **Adviceline**: 03444 111 444

9:30am to 4pm Monday to Friday

Please see the website for all our **offices** local opening times. Click [here](#).

Need help applying for Universal Credit

Call us for free: 0800 144 8 444, 8am to 6pm or

Visit us see: <http://www.ruraldevoncab.org.uk/how-we-help>

For online advice visit: citizensadvice.org.uk/helptoclaim

QUIDS FOR KIDS
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The Quids for Special Kids project is run by Citizens Advice Devon funded by Devon County Council. The project helps by assessing whether clients are able to claim benefits and also challenge decisions when clients have not been treated fairly. We know that the benefits system can be complicated and confusing and this can put busy families off claiming.

Based in our Barnstaple office, Caseworker Ros Thomas is available to all families living in Devon with a child with special needs, or a long-term illness or disability. We can also help young people aged 16-21 who have special needs or disabilities.

Referrals to this project are made through CA
Devon <http://www.cabdevon.org.uk/quids-for-kids/> or
by calling 0300 5000 404

Case Study

Jenny is the mother of a 16 year old boy Charlie who was diagnosed with ADHD (attention deficit hyperactivity disorder). When he was under 16, she was able to claim Disability Living Allowance (DLA) for him as his appointee, because Charlie was too young to make the claim in his own right. When Charlie reached 16, Jenny was invited to claim Personal Independence Payment (PIP) for Charlie as his DLA was due to come to an end. Part of the process for claiming PIP involves a face to face assessment with an Independent Healthcare Professional. Unfortunately, Charlie was in denial

that he had any form of disability or health condition so he did not divulge the nature of all of his difficulties at the assessment. As a result, the claim for PIP was refused. PIP is assessed on a point-scoring basis and a claimant needs to score a minimum of 8 points in order to achieve an award. Charlie only scored 2 points for the daily living component and 0 points for the mobility component.

Jenny was at the end of her tether since Charlie had dropped out of education, training and was unable to find a job. Jenny was having to support him financially and was struggling since benefits such as Child Benefit and Child Tax Credit stopped when Charlie dropped out of education, and of course, his DLA had stopped as well.

Ros advised Jenny upon her rights to challenge the PIP decision. She sought an internal review called a mandatory reconsideration but this did not give additional points so the next stage was to lodge an appeal to a tribunal.

Jenny was very apprehensive about this as she knew that Charlie would either refuse to attend an appeal hearing or would continue to be in denial about his condition at any hearing. Ros advised that it is possible to have an appeal decided based upon the paperwork without the need to attend a hearing. However, statistically the chances of a successful appeal based upon the paperwork alone are significantly reduced. Also, Ros was aware that in some cases, the tribunal had adjourned to insist upon seeing the appellant because they considered they were unable to make a balanced judgment without seeing them.

Jenny decided to go ahead with an appeal based upon the papers alone and the Caseworker drafted a carefully worded appeal argument based upon the documentary evidence that had already been supplied to support the claim. The appeal was allowed without the need for Charlie to attend a hearing and 12 points were awarded for the daily living component (enhanced rate) and 10 points for mobility (standard rate). Based upon last year's rates (when the outcome was achieved) it totaled £108.30 per week.



Advice Column

Torridge, North, Mid and West Devon Citizens Advice

Pregnancy - 'I'm 3 months pregnant and just beginning to show, so last week I thought I'd sit down with my manager and let them know before any speculation could take place. My manager was really happy for me, but this week I've been pulled aside and told they're letting me go due to poor

performance. I've worked here for 2 years and never had any negative feedback so I don't understand. Could they be sacking me just for being pregnant? Is this legal?'
(Click on Advice Column logo at top to continue reading)

For more advice columns visit: <http://www.ruraldevoncab.org.uk/news>

Can you help us tell the story of Citizens Advice?

Citizens Advice turns 80 in 2019, and we'd like your help to show the difference our advice has made.

If we've helped you, recently or in the past, share your story with us.

Find out more at:
citizensadvice.org.uk/yourstory

**citizens
advice**



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Our contact information is:

info@ruraldevoncab.org.uk

www.ruraldevoncab.org.uk



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Wendy Sweet <knowstoneparishclerk@gmail.com>

15 April 2019 at 19:57

To: Tony Moore <tonymoore@knowstone.org.uk>, Jeremy Filmer-Bennett <jeremyfilmerbennett@knowstone.org.uk>, Timothy Browse <timothybrowse@knowstone.org.uk>, Reg Howe <reghowe@knowstone.org.uk>, John Stanbury <johnstanbury@knowstone.org.uk>

Wendy Sweet

(Knowstone Parish Clerk)

Tel : 01398 341692

Please send all email responses and communication of an official nature to:

parishclerk@knowstone.org.uk

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