Benefits Bulletin
Registered Charity 1164225
Summer 2023

Update on Managed Migration of Universal Credit

Universal Credit managed migration has been expanded to cover a large portion of the UK and was introduced to North Yorkshire and York in June 2023. In fact, here at the WBU, we have already received our first managed migration case on the Advice Line!

Regular readers will know that managed migration is the DWP's term for notifying claimants that their legacy benefit claims will end and inviting them to claim Universal Credit. It has had a fraught and much-delayed history but more than 10 years after Universal Credit was first introduced, the end of migration and the end of legacy benefits is nearly in sight.

Managed migration exists already in these regions:

- May 2022 to April 2023 (the 'discovery phase'): Bolton and Medway, the London Borough of Harrow, Northumberland and the wider Cornwall area;
- April 2023: Avon, Somerset and Gloucestershire;
- May 2023: East London and Cheshire;
- June 2023: Greater Manchester, north-east Yorkshire and Humber
- July 2023: Durham and Tees Valley, Kent, North London and East Anglia.

It will further extend to West Scotland, West Yorkshire, Staffordshire and Derbyshire, and South London in August 2023, and will be in all regions by September. It will be in all jobcentres by the end of March 2024.

Can't see North Yorkshire or York on the list? That's because we come under what can only be described as the super-region of north-east Yorkshire and the Humber which includes not only the East Riding of Yorkshire, but also North Yorkshire, York and parts of Lincolnshire. Want to check which region your jobcentre is in? You can find out here: www.whatdotheyknow.com/request/104751/response/255581/attach/4/Jobcentre%20Plus%20Offices%20by%20District.pdf.

You might be expecting that once managed migration has turned up in your region, all of your legacy benefit claimants will immediately receive their migration notice, but DWP plans are a little more measured than that, with certain groups being targeted for migration over certain timeframes:

- 2023/24: all those getting tax credits with no other legacy benefit, starting with single claimants and moving on to joint claimants;
- 2024/25: all those getting tax credits and any other legacy benefit (including those getting tax credits and income-related Employment and Support Allowance), and those getting income-based Jobseeker's Allowance, Income Support and/or Housing Benefit;
- 2028/29: the remaining claimants getting income-related Employment and Support Allowance only or with Housing Benefit.

Previously issuing around 1,000 migration notices a month, DWP aim to send out 30,000 migration notices this month and increase to around 80,000 a month by the end of the year.

Various DWP plans for migration to Universal Credit have come and gone but this is the current one.

Remember: if you have a claimant who would be better off receiving Universal Credit, they do not need to wait to be invited to claim via managed migration. Any claimant moving from legacy benefits to Universal Credit should get advice to ensure that claims are made in the right way to maximise income.

Contents

Potential £1.3 Billion Underpayment of State Pension

It’s estimated that up to £1.3 billion State Pension has been underpaid to around 200,000 people due to an error which led to Home Responsibilities Payment (HRP) not being credited correctly.

Home Responsibilities Protection was a scheme to help protect parents’ and carers’ State Pension. National Insurance credits replaced HRP in 2010. HRP was meant to have been automatically awarded if between 6 April 1978 and 5 April 2010 a person was claiming:

- Child Benefit for a child under 16
- Income Support because they were looking after a sick or disabled person and were not available for work.

However, this automatic process did not always occur.

As summarised by DWP and HMRC: *If someone claimed Child Benefit before May 2000 and did not provide their National Insurance Number on the claim, their National Insurance record may not show the correct number of qualifying years of HRP. This may affect their State Pension entitlement. Women in their 60s and 70s are most likely to be affected.*

If someone first claimed Child Benefit after May 2000, they will not be affected and do not need to contact HMRC. This is because it became mandatory in May 2000 to provide a National Insurance Number for Child Benefit claims.

Class 3 National Insurance credits for parents and carers (CPC) available from 6 April 2010 have been recorded correctly, as have partial periods of HRP.

Affected individuals will be contacted from autumn 2023 and if they have missed out, they will be invited to make a claim online.

Separately, individuals can also apply to have HRP applied to their National Insurance record in certain circumstances if they are missing. For further details, visit www.gov.uk/home-responsibilities-protection-hrp

Further details and ongoing updates are available here: www.gov.uk/government/publications/home-responsibilities-protection-and-state-pension-entitlement/home-responsibilities-protection-correction-of-national-insurance-records-and-state-pension-entitlement

Sanctions – Responses to the Recent DWP Report

In our previous Spring edition of the Benefits Bulletin, we left everyone on tenterhooks with a reference to the long-awaited release of a DWP draft report on the effectiveness of sanctions in the benefits system.

It's the one that was ordered to be published by the Information Commissioners Office, because the DWP had confined it to one of its deepest darkest pockets. But after several years of badgering from the Work and Pensions Committee and other interested parties, the DWP relented.

The report came out on 6th April and, amongst other things, it concluded that sanctions had a negligible effect on moving claimants into work.

What has happened since the report gulped in its first breath of fresh air?

Shortly after the release of the report, Mel Stride, the Work and Pensions Secretary, wrote to the Work and Pensions Committee with a different interpretation of the report, stating, in a letter published on 11th May, that sanctions were a '*... fair, proportionate, and effective in support of employment and wider outcomes for society.*'

Two sets of DWP statistics were published on 16th May. The first was the annual number of sanctions for the period February 2022 to January 2023. More than half a million sanctions decisions were made during this time and over 6% of claimants had been sanctioned. This set of numbers can be found here: www.gov.uk/government/statistics/benefit-sanctions-statistics-to-february-2023-experimental.

The second set of statistics showed an increase in the number of Universal Credit claimants required to look for work. They cover a ten-year period, from April 2013 to April 2023. Recent increases are a result of the raising of the Universal Credit administrative earnings threshold; this leads to an increase in the pool of sanctionable claimants. These statistics can be found here: www.gov.uk/government/statistics/universal-credit-statistics-29-april-2013-to-13-april-2023.

The rally of letters passing between the Work and Pensions Committee and Mel Stride resumed on 24th May. The theme was the same: accessing data held by the DWP. Stephen Timms, the chair of the Committee, sent a letter to Mel, asking why the DWP had not been able to share data on sanctions with researchers from various Universities and think-tanks. If research is to be evidence-based, and the DWP has that evidence, why can't it be handed over?

Researchers from Glasgow University were particularly interested in the health impacts of sanctions on claimants.

Stephen asked Mel to reply to his request by 7th June 2023.

In response to Stephen's request, Mel served an ace – *"With finite resources available for these projects"* he wrote, *"we cannot support all requests."*

He has the following reasons for the non-compliance: *"This project focuses on particularly personal and sensitive issues for individuals in a very complex area. Drawing conclusions would need careful consideration and, to minimise security risks to preserve confidentiality as much as possible will take careful handling. This would require DWP to undertake significant work and it is not something we could commit to."*

Income Support Claims Review

If you made a claim for Income Support on or after 31 January 2011 due to a disability or heath condition, you should have been told to claim income-related Employment and Support Allowance instead. As this didn't always happen, the government have announced 'special payments' for those who have lost out.

Claimants may be eligible for 'special payments' if:

- they made a claim for Income Support on or after 31 January 2011 because of a disability or health condition; or
- they were not getting Incapacity Benefit or Severe Disablement Allowance when they made that Income Support claim.

Claimants who are still on Income Support will be assessed to find out if they should move to income-related Employment and Support Allowance. They will only be eligible for a special payment if they are assessed as having limited capability for work or limited capability for work and work-related activity.

Claimants who have already moved from Income Support to income-related Employment and Support Allowance or Universal Credit may be eligible if they had a Work Capability Assessment when they moved and were found to have limited capability for work or limited capability for work-related activity.

To claim, claimants should contact Jobcentre Plus and say that they are enquiring about the 'Income Support Claims Review exercise'.

For more information, visit: www.gov.uk/guidance/apply-for-a-special-payment-if-you-claimed-income-support-because-of-a-disability-or-health-condition

Universal Credit Childcare Costs Element

As we reported in News in Brief, the maximum childcare costs elements in Universal Credit increased on 28 June 2023.

These increases were announced in the Spring Budget and were originally planned to come into effect in July 2023.

For one child the childcare costs element has increased from £646.35 up to a maximum of £950.92 a month. For two or more children it has increased from £1,108.04 up to a maximum of £1,630.15 a month. An eligible claimant can claim up to 85% of their childcare costs up to the relevant maximum figure.

The Government also announced a change in the process of claiming for parents or carers moving into work or increasing their hours. Its press release explains: 'those parents will also receive up to 85% of their childcare costs back before their next month's bills are due – meaning they should have money to pay one month in advance going forward.'

Parents will also be able to claim non-repayable help upfront when they start work or significantly increase their working hours. This will be paid from the Flexible Support Fund. Previously, this up-front help meant that parents wouldn't receive the childcare element for the first month, leaving parents continually a month behind, however, from 28 June, this initial help will be paid in addition to the childcare element for the first month.

For more information, visit: ADM 12-23 assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1165133/adm-memo-12-23-changes-to-childcare.pdf

CPAG Publishes Report on Digitisation and Universal Credit.

The Child Poverty Action Group – the pre-eminent third sector anti-poverty organisation – has recently published a research report on the digitisation of the claims process that has accompanied the introduction of Universal Credit.

It makes two principal statements: the digital process breaches principles of law and inhibits the ability of some claimants to make effective claims.

The foundation for its conclusions is derived from CPAG's Early Warning System (EWS). The EWS is a compilation of the experiences of people claiming Universal Credit derived from welfare rights workers across the United Kingdom. In addition to these case studies, CPAG undertook their own interviews with claimants and advice workers and pursued paper-based research.

A copy of the report can be found on the CPAG website at: https://cpag.org.uk

Here are some of the conclusions reached by the report.

Asking the Right Questions

Asking the wrong question, might, on rare occasions, elicit a right answer. Asking the right question and getting a wrong answer is considerably less rare. CPAG identified two questions that elicit neither a right nor a wrong answer, because the questions weren't asked. In this respect, CPAG identified the exemptions from the shared accommodation rate for single under-35's. The online claim form doesn't seek information on receipt of a disability benefit where the person is under 35. It also does not ask from what date the claimant wants to claim.

Rachel's Children

These were the sons of Rachel who were born to Jacob – fourteen in all. Today, Rachel and Jacob might have encountered a problem or two claiming Universal Credit. The digital process requires verification of each child in a family – but where one child cannot be verified, none of the others can, either, leading to the loss of the child element.

The Little-known Right to an Advance Claim

Legislation allows for an advance claim of up to one month for prisoners being released from custody and from care leavers in advance of their 18th birthday. In practice, however, the digital system may not allow these advance claims.

Access to Information

Claimants may lose access to information in relation to an earlier claim. For example, a claimant claimed Universal Credit previously, then makes a new claim, but cannot access their previous journal entries unless they contact the Universal Credit helpline, or apply for a subject access request.

The study took place over a three-year period, and came up with the following key message: *'... while the digital nature of the benefit has some advantages for Universal Credit claimants, the way the digital systems have been designed also leads to people being left without money they are entitled to and information they need in order to challenge DWP decisions. In the worst cases claimants are forced into acute hardship because the programming and operation of this digital-by-design benefit does not align with social security legislation.'*

[2023] EWCA Civ 566 – applying for Universal Credit without a National Insurance number

Sometimes a claimant might make an application for Universal Credit before or at the same time as applying for a National Insurance number.

In such a case, the DWP (on behalf of the Secretary of State) decided it could never make an advance payment. The Court of Appeal has recently decided that approach is unlawful.

The decision does not mean, however, that the DWP must make an advance payment in every such case. The DWP must consider whether it is likely that the claimant will meet the conditions of entitlement for a NINo as part of its decision on the claim.

Mr Justice Nugee's conclusions were:

- in order for a person to be entitled to Universal Credit they must make a claim (s.1(1) SSAA 1992), and
- if they do not already have a NINo must apply for one (s.1(1A) and (1B)(b) SSAA 1992). That must be supported by information and evidence that justifies the allocation of a NINo,
- it is then for the Secretary of State to decide the claim (s.8 SSA 1998)
- in order to decide the claim the Secretary of State must decide among other things if the information and evidence does justify the allocation of a NINo. If it does the claim is upheld and an award of Universal Credit made. But if it does not the claim is not upheld and no award is made.

You can find the full case here: www.bailii.org/ew/cases/EWCA/Civ/2023/566.html

C1/23-24(UC) – Real Time Information: past and present

This is the first of our case write-ups that looks at HMRC's Real Time Information (RTI) system and its effects on Universal Credit claims.

Take an assessment period: it runs from the 28th of the month to the 27th of the next, and so on, each month every month, so long as entitlement continues.

The claimant for this claim was usually paid several days before the 28th of each month. In July 2020, she was paid on 24th July, but the documentation associated with the payment – her payslip – was processed late and was therefore dated late.

It was dated 31st July. The date, not the actual payment, crossed the line of her assessment period. The RTI system thus recorded the payment as having been made in the assessment period 28th July to 27th August. This record, along with the payment of wages for August made in time, on 24th, amounted to two payments in one assessment period.

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This had an impact on the claimant's Universal Credit which she didn't like at all. For a start, it had made her worse off.

So she appealed to a First-tier Tribunal.

The First-tier Tribunal didn't agree with what she didn't like – the two payments recorded by RTI in the same assessment period – and dismissed her appeal. The Tribunal concluded that the DWP had acted correctly in the administration of her claim and that, contrary to her view that she was worse off, she was no worse off at all.

The claimant appealed to the Commissioners, as this was a Northern Ireland case, on two grounds: the Tribunal was wrong when they said she was no worse off, and they had made their decision in ignorance of the *Johnson* case.

The *Johnson* case was of limited assistance to the claimant. Commissioner Stockman, overseeing the case, noted that the decision relating to it was made before the regulatory changes consequent upon the appellant's success in *Johnson*.

However, even before the *Johnson* case appeared on the horizon, Universal Credit regulations covering this aspect of the administration of Universal Credit gave the DWP a free hand in certain circumstances to ignore information derived from RTI.

Regulation 61(2) of the Universal Credit Regulations 2013 gave us the basic rule: *"the amount of the person's employed earnings from... employment for each assessment period is to be based on the information which is reported to HMRC under the PAYE Regulations and is received by the Secretary of State from HMRC in that assessment period"*

Until 2020 it appears the DWP rested on the RTI information to calculate monthly amounts of benefit unless pressed to do otherwise by the claimant. To do otherwise was perfectly possible. Sub-paragraph (2), above, didn't have to apply where *"in respect of a particular employment, ... the Secretary of State considers that the information from the employer is unlikely to be sufficiently accurate or timely"*

It was this regulation, or, rather, its Northern Irish equivalent, that Commissioner Stockman spied from his lookout. The regulation asks if the information is timely or accurate. In this case, it clearly wasn't.

Likewise, the statement from the First-tier Tribunal that there had been no financial loss was incorrect. It was incorrect because the claimant, a single parent, had missed out on a monthly work allowance. The monthly work allowance is an amount of disregarded earnings. This resulted in the claimant being most demonstrably worse of, by the amount of that month's work allowance.

Judge Stockman therefore allowed the claimant's appeal on those two grounds.

You can find the decision in full here: www.bailii.org/nie/cases/NISSCSC/2023/18.html

UA-2022-000293-ESA – a question of who knows what and when...

This is the second of two recent Upper Tribunal decisions relating to the DWP's use of HMRC's RTI, or Real Time Information system, and the data feed from one office to another. In essence, it's about knowledge and causality, because this is how Judge Church, who oversaw the case at the Upper Tribunal, defined the issues.

A claimant made a claim for contributory Employment and Support Allowance on 27th February 2018. As well as making a claim for Employment and Support Allowance, they also disclosed, in the course of the same telephone call to the DWP, the fact that they were going to receive an occupational pension.

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The monthly amount of this pension would be £1,046.63 – enough to obliterate an award of Employment and Support Allowance under the pension payments rule (50% of these payments over £85 per week are taken into account as income).

The first pension payment was made on 29th March 2018; the benefit came into payment on 12th March 2018. Several months later, on 10th October 2018 an overpayment decision was made, to the effect that there was an overpayment of £1,242.70 of Employment and Support Allowance and that this overpayment was recoverable.

It was recoverable, said the DWP, because the claimant had failed to disclose the payment of the occupational pension.

The claimant appealed, but the First-tier Tribunal upheld the DWP's decision.

The claimant then appealed to the Upper Tribunal, where the case came before Judge Church.

Judge Church framed the two issues of knowledge and causality in the following ways: the RTI data feed exists, but does that mean the Secretary of State knows about its contents, before anyone actually examines it; and did the claimant's failure to notify the Department cause the overpayment.

On the first point, Judge Church came to the conclusion that just because the RTI system holds information, and communicates this on a real time basis, that doesn't mean that the Secretary of State knows it at the same time. They didn't know it, as the case papers state, until the date the scan was examined, in August 2018. Thus, from the date of claim of the Employment and Support Allowance until August 2018 – a period of more than four months – the claimant was still under an obligation to disclose a change of circumstance that might affect his benefit, namely, the receipt of the occupational pension.

On the second point, Judge Church had this to say: *"I am not persuaded that the claimant was, prior to the Secretary of State gaining actual knowledge of the payments on [14] August 2018, relieved of his obligation to notify the Secretary of State of the commencement of the payments, or that the Secretary of State came under a duty to investigate all sources of information to which he had access (including the 'RTI' data) to ascertain whether payments had started."* (paragraph 50).

Judge Church therefore dismissed the appeal.

Find the decision in full here: assets.publishing.service.gov.uk/media/645e35d2ad8a03001138b3c5/UA-2022-000292-293-ESA_.pdf

UA-2021-000044-UOTH – Universal Credit earned income rules and fortnightly pay

The claimant in this appeal took hope for her cause from the successful outcome of two earlier appeals known as the *Johnson* and *Pantellerisco* cases.

They concerned themselves with the application of the earned income assessment rules under the Universal Credit scheme.

In the *Johnson* case, the DWP took the appeal to the Court of Appeal after the High Court had found in favour of several claimants of Universal Credit. The High Court found that the DWP's interpretation of regulation 54 of the *Universal Credit Regulations 2013* was incorrect.

They wanted to treat two per calendar monthly payments as having been made in one assessment period. One of those two payments happened to be made on a non-banking day and this caused the payment to tip over into the next assessment period. The DWP took the matter to the Court of Appeal who confirmed the decision of the High Court, on grounds of irrationality.

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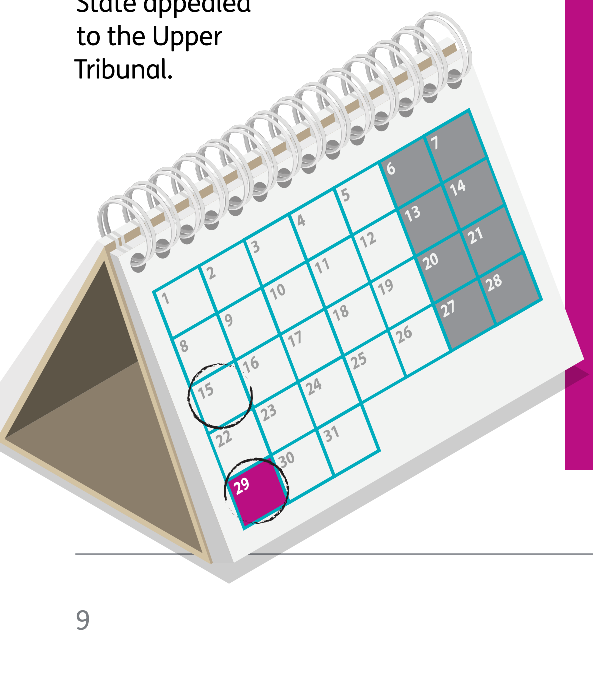
The *Pantellerisco* case dealt with a similar irrationality arising from regulation 54. The claimant had a four-weekly payment cycle; this meant that she was only able to meet the earnings threshold for exemption from the benefit cap once a year. The benefit cap was imposed for the other eleven assessment periods. The High Court, following the reasoning in *Johnson* again found the operation of regulation 54 irrational.

Would the claimant have the same success in this case, with her fortnightly pay regime?

The prospects of success paled somewhat when the *Pantellerisco* case was overturned in October 2021 at the Court of Appeal. From that moment on, the appellant relied solely on *Johnson*.

The practical implication of a fortnightly pay pattern is that in certain assessment periods during a financial year, three paydays will fall, thus reducing or negating the amount of Universal Credit for that assessment period. On this basis, the claimant appealed to a First-tier Tribunal on the same ground as in *Johnson*: irrationality.

In May 2021, a First-tier Tribunal agreed with the claimant, regulation 54 operated irrationally and unlawfully. The appellant walked out of the Tribunal room smiling. The Secretary of State appealed to the Upper Tribunal.



Judge Church of the Upper Tribunal immediately seized upon the distinguishing fact of the case – the fortnightly payments.

With regard to these, he had the following to say: '... *Johnson can and should be distinguished. It does not apply in the claimant's circumstances. I find that the First-tier Tribunal erred in law in concluding that the calculation required under the 2013 Regulations is irrational and unlawful insofar as employees who are paid on a fortnightly basis are treated as having earned six weeks' pay in one month.*' (paragraph 35).

You can find the full case here: assets.publishing.service.gov.uk/media/6454f1d9479612000cc29135/UA-2021-000044-UOTH_.pdf

Looking Forward To... a Temporary Increase in the Winter Fuel Payment

Winter Fuel Payments will, as usual, be made to eligible State Pension age households from mid-November to Christmas 2023. They should be paid automatically. If an eligible person does not receive a payment, they should phone 0800 731 0160.

This year, however, the payment will include an extra amount. The extra amount was announced by the Chancellor on 17th November 2022. It's intended to assist with the rising cost of living, and was also paid along with Winter Fuel Payments in 2022.

The extra amount paid with the Winter Fuel Payment is called the pensioner Cost of Living Payment – the two payments together add up to £500 for a household with someone of State Pension age and to £600 for a household with someone age 80 or over.

The payments are in addition to the £900 Cost of Living Payment for those pensioners on a low income receiving Pension Credit and the £150 disability Cost of Living Payment for those receiving a qualifying disability benefit.

With the number of extra payments available, some confusion might arise as to which is which. "I've got this bigger Winter Fuel Payment...lovely...spend it on the grandkids...but where's this £300 pensioner Cost of Living Payment everyone's talking about?"

Oh. I see. It's the extra amount on the Winter Fuel Payment.

The extra amount paid with the Winter Fuel Payment is effected by the *Social Fund Winter Fuel Payment (Temporary Increase) Regulations 2023*. They come into force from 18th September 2023, and their territorial extent includes England, Scotland and Wales.

There are a number of payment rates. The Winter Fuel Payment is based on an individual's situation and age, but there are shared payment rates, depending on household composition, and rates for those in residential care. All these rates can be quite confusing, so it may be worth double checking the rate for your client(s).

The baseline, however, for receiving a Winter Fuel Payment for winter 2023 to 2024 is that you were born before 25 September 1957.

Farewell to Liz, our Chief Executive

Last month we said a heartfelt farewell to Liz Wilson, our Chief Executive. Following her passion for direct work with clients, she has returned to face-to-face advice work, where we know she will be an invaluable support.

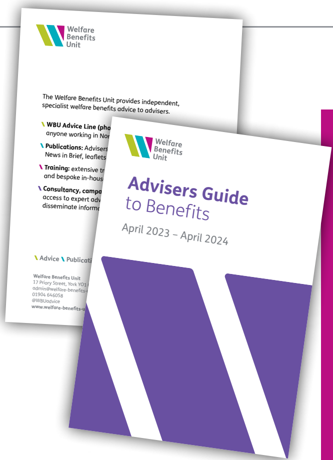
Liz has a long history with the WBU. She has been Chief Executive since 2014, but also worked with us prior to that. During her tenure, Liz steered us through the smooth and the rough: exciting times such as WBU's 50th anniversary and more recently, the challenges that have come with the pandemic and a move to home and hybrid working. Throughout it all, she has maintained her passion for enabling individuals to have their much-needed access to justice, an attribute that will serve her well in her new job, as well as caring for her staff in a way that has made the WBU an incredible place to work.

We can't overstate the impact that Liz has had on the WBU over the years. We will miss her drive and determination, her health and wellbeing tips and tricks, her supportive presence in the office, and her exceptional proof-reading skills. Although she leaves a hole, she has left us in an even better position than when she found us.

So, thank you for many years of tremendously hard work, good luck with your new venture, and we hope that we'll be able to answer your queries when you call us on the Advice Line!

The WBU Team

Advisers Guide to Benefits 2023/24



"Up-to-date information written in a clear and understandable way"

Our Advisers Guide to Benefits is written for people who give information and advice as part of their work. This concise annual guide provides an overview of benefit criteria including Universal Credit, disability benefits and additional help available. Its clear format makes it ideal for quick reference, and the compact style is handy to use, whether in the office, out and about, or for home working.

The 2023/24 Guides are now available. Order your copy today online at www.welfare-benefits-unit.org.uk/publications/advisers-guide

Advisers Guide Updates

PAGE 31 AND RATES CARD: Childcare element

- Replace April – June 2023 with April – 27 June 2023
- Replace July 2023 (exact date and amount to be confirmed) with 28 June 2023

PAGE 103: Amount for owner occupiers

- Replace (2.09% February 2023) with (2.65% May 2023)

Training Programme April 2023 to March 2024

"Really great combination of delivered information and practice exercises made complex information easy to learn"

Are you new to welfare benefits, in need of a refresher, or looking to expand your knowledge? Whatever your level of experience or particular interest, take a look at our upcoming courses and come and join our *"friendly supportive and extremely knowledgeable"* tutors.

Upcoming Training

How work affects sickness and disability benefits
Thursday 3 April 2023,
10am to 12:30pm
new course

Move to Universal Credit?
Thursday 14 September 2023,
10am to 4pm

Benefits for People with Mental Health Conditions
Tuesday 26 September 2023,
10am to 4pm

Introduction to Benefits
Wednesday and Thursday 4, 5, 11, 12, 18 and 19 October 2023,
10am to 12.30pm

Benefits for State Pension age
Thursday 9 November 2023,
10am to 4pm

Challenging Benefit Decisions
Wednesday 22 November 2023,
10am to 4pm

Introduction to Benefits
Thursday 18 and 25 January and 1 February 2024, 10am to 4pm

Universal Credit Housing Costs
Wednesday 7 February 2024,
10am to 12:30pm

Universal Credit and Work
Thursday 8 February 2024,
10am to 12:30pm

Benefits Overview – Working Age
Wednesday 21 February 2024,
10am to 4pm

All our courses are run online via Zoom. Book your course today at: www.welfare-benefits-unit.org.uk/training

Work in York? We have a few sessions remaining at a subsidised price for York voluntary organisations, funded by City of York Council. The 3-day Introduction course is being offered at £60, one-day courses at £20 and half-day courses at £10 (usual prices £300, £110 and £60). An opportunity not to be missed!

Email admin@welfare-benefits-unit.org.uk to book your place.

Welfare Benefits Unit

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