



PRESS RELEASE

Stirling District Citizens Advice Bureau Ltd

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Stirling District Citizens Advice Bureau Ltd launches new Help to Claim service for Universal Credit claimants

Stirling District Citizens Advice Bureau Ltd launches a new service for people in Stirling to help make their Universal Credit claim and get their first payment on time and in full. This is in addition to the other advice services Stirling District Citizens Advice Bureau Ltd offers.

People who need help making a claim can access the service on the phone on 0800 023 2581 or online at www.cas.org.uk/helpclaim between 7.45 am & 7pm at night.

Universal Credit is the new benefit that combines 6 benefits into 1, including Jobseekers Allowance and Working Tax Credits. It is the key earnings replacement benefit across the UK and people on Jobseekers Allowance and Working Tax Credits are being transferred over to it.

Stirling District Citizens Advice Bureau Ltd offers independent, impartial advice to people in Stirling and Benefits is the top issue for which people come for help. The charity has already helped thousands of local people with problems relating to Universal Credit. Citizens advice bureaux in Scotland have given 100,000 pieces of advice on Universal Credit since roll out began and many of these issues are with the initial claiming process.

Stirling District Citizens Advice Bureau Ltd CEO Craig Anderson says,

“Universal Credit is now rolled out across the country and we know people have been struggling with the system.

“We’re now offering a new Help to Claim service that will help people complete their application so they can get paid on time and in full.

“Our adviser is here to offer impartial advice and support to anyone who may need help with the process.”

The Help to Claim service

Funded across the UK by the Department of Work & Pensions, the Help to Claim service offers tailored, practical support to help people make a Universal Credit claim and receive their first full correct payment on time. The Help to Claim service is available online & over the phone through Stirling District Citizens Advice Bureau Ltd. The Help to Claim service will also check that Universal Credit is the right benefit to claim.

Who should claim?

Anyone who needs support to make a new Universal Credit claim or is moving from a legacy benefit to Universal Credit following a change of circumstances can access Help to Claim.

How can I get further help?

- To access the Help to Claim service contact Stirling District Citizens Advice Bureau on 01786 470239
- You can also contact us via our website www.stirlingcab.org.uk
- Access the Help to Claim service over the phone and call 0800 023 2581
- To access the Help to Claim service online through web chat, please click on this link: <https://www.cas.org.uk/helptoclaim> / www.stirlingcab.org.uk
- To access advice on Universal Credit online, please click on this link: <https://www.citizensadvice.org.uk/scotland/benefits/universal-credit/>