



Rt Hon Amber Rudd MP
House of Commons
London
SW1A 0AA

8 May 2019

Dear Ms Rudd

Re: Date of claim for universal credit

NAWRA members have raised concerns about the date of claim for universal credit claimants who access universal credit via the Help to Claim service operated by CitA.

Regulation 10(1)(b) of the Universal Credit, Personal Independence Payment, Jobseeker's Allowance and Employment and Support Allowance (Claims and Payments) Regulations 2013 provides for the date of claim to be –

'in the case of a claim made by means of an electronic communication in accordance with regulation 8(1), where the claimant receives assistance at home or at an appropriate office from the Secretary of State, or a person providing services to the Secretary of State, which is provided for the purpose of enabling that person to make a claim, the date of first notification of a need for such assistance;'

On the rightsnet website a discussion thread¹ has started where DWP has told advisers that CitA does not qualify as a *'person providing services to the Secretary of State, which is provided for the purpose of enabling that person to make a claim'* and therefore will not take the date of contact with Cit A as the date of claim. Since the Department has specifically contracted with CitA to assist people to make a claim this surely cannot be correct?

Please could you clarify the government's position on this as a matter of urgency.

Yours sincerely

Daphne Hall, Vice-Chair NAWRA

Cc Frank Field, Chair of Work and Pensions Committee

¹ <https://www.rightsnet.org.uk/forums/viewthread/14472/>