

Benefit Matters

Our newsletter for advisers in Royal Greenwich

Finance and Legal Services Directorate

Universal Credit Managed Migration - issues and problem areas...

Missing Limited Capability for Work Related Activity element (LCWRA) - backlog resolved?

The Department for Work and Pensions (DWP) says it has now cleared the backlog of Universal Credit (UC) migration cases where the Limited Capability for Work Related Activity (LCWRA) element was not included in the first assessment period.

Our advisers saw first-hand that the DWP failed to include the LCWRA element in the first assessment period when many of our residents moved over from Employment and Support Allowance (ESA) to UC, which also affected how their transitional protection was worked out.

Advisers across the country raised concerns about this issue and called for migration notices to be paused until the problem was fixed. But the DWP chose instead to deal with cases as they were raised.

At a recent stakeholder meeting, the DWP confirmed that:

- Steps have been taken to correct the issue.
- While there was a large volume of cases, most of the cases raised had the LCWRA element added by the second assessment period.
- Extra resources and earlier checks are now in place to ensure the LCWRA element is included one week before the end of the first assessment period.

The DWP also said its improving ID verification checks by allowing more claimants to complete biographical interviews over the phone, which could help claimants with health conditions avoid unnecessary jobcentre visits.

Although the DWP believes the backlog is now resolved, it advises that any outstanding cases should still be escalated through the usual channels so that they can be put right quickly.

Concerns over Transitional element calculations

Advisers continue to report serious problems with how the DWP is calculating the transitional element (TE) for residents migrating from legacy benefits to Universal Credit (UC). Errors have led to both overpayments and underpayments, creating uncertainty for claimants and raising serious concerns within the advice sector and generating significant extra work for advisers.

When advisers query calculations through UC journals or the helpline, the responses are often inconsistent. In many cases, requests for a detailed breakdown are ignored or met with only a generic confirmation that the calculation is "correct," with no supporting evidence. The issue is particularly difficult for residents with phone claims, where getting a breakdown often requires escalation through formal channels.

Continued...

Welfare Rights Service

Advisers Advice Line

020 8921 6376

E: wrs.ce@greenwich.gov.uk

Weekdays: office hours

Public Advice Line

020 8921 6375

Mon, Wed, Thurs: 10am – 1pm

[Via online contact form](#)

Universal Support Team

020 8921 3333

Mon to Fri: 10am - 4pm

[Via online contact form](#)

Many cases have needed repeated follow-ups via phone, journal entries, and escalations before the DWP has provided the breakdown. The scale of the problem has been raised with our Jobcentre Plus Partnership

UC Migration – Latest statistics

New DWP statistics show that over half of households migrating to UC have been awarded transitional protection. Between July 2022 and June 2025, more than 1.5 million households were issued migration notices, with about 1.2 million successfully making a claim. Of those, roughly 617,000 households were awarded transitional protection to safeguard their income.

However, by the end of February 2025 nearly one in five households failed to claim UC within the required timeframe, leading to the termination of their legacy benefits. This highlights an ongoing concern about

Manager and escalated to relevant Service Leads. We will share updates as they become available – hopefully in the next issue.

engagement and support during the migration process.

The DWP has also revised its methodology to improve the accuracy of these figures, and reports that the total number of UC claimants has now reached 8 million - an increase of 1.1 million in the past year.

For more information, see [Completing the move to Universal Credit: Statistics related to the move of households claiming tax credits and DWP benefits to universal credit: data to end of June 2025](#) on GOV.UK.

Clarification on ESA to UC claimant commitment requirements

The DWP has updated its guidance on claimants moving from contribution-based Employment and Support Allowance (ESA) to UC.

It has confirmed that claimants will not be transferred automatically and will be required to agree to a claimant commitment in order to receive new-style ESA.

Previously, the guidance suggested that the transition to new-style ESA would happen automatically, without any action required from the claimant. However, following concerns raised by advisers, particularly around cases

where the LCWRA element was missing; the DWP has now confirmed that claimants must attend an appointment, typically by phone, with a work coach. During this appointment, the work coach will explain the process and establish a claimant commitment, which must be agreed before payments can begin.

This clarification is especially relevant for claimants with phone-based claims, where the lack of face-to-face interaction has made it more difficult to ensure correct entitlements are applied.

Overpayments and ID Delays

The latest [CPAG Early Warning System bulletin](#) highlights ongoing issues with managed migration, particularly around overpayments of legacy benefits caused by ID verification delays.

Key issues include:

- **Overpayments caused by delayed stop notices** - Regulation 8 of the UC (Transitional Provisions) Regulations 2014 states that legacy benefits should end once a UC claim is made and it is satisfied when basic entitlement conditions in [section 4\(1\) of the Welfare Reform Act 2012](#) are met. However, in practice, DWP systems often delay issuing stop notices until ID verification is completed, especially for claimants requiring home visits. This delay can result in legacy benefits being paid beyond the two-week run-on period, creating overpayments.

- **Misapplication of Regulation 10** - Regulation 10 allows legacy benefit overpayments made during a UC assessment period to be treated as unearned income and deducted from the UC award. This should clear the debt without triggering recovery action. However, CPAG reports cases where DWP has both deducted the overpayment and pursued recovery, causing confusion and distress for claimants.
- **Inconsistent communication and practice** - Claimants are receiving conflicting information from DWP staff about when their legacy benefits will stop, leading to uncertainty and fear of income gaps. There is no clear or consistent guidance on how ID verification delays should be handled in relation to benefit entitlement.

CPAG is asking advisers to share case studies—especially where ID delays, overpayments, or recovery demands are involved. Cases can be submitted confidentially via their

[online form](#) or by email to ews@cpag.org.uk or phone 020 3955 4493. .

Supporting clients through managed migration

Advisers can play a vital role in helping claimants manage their move to UC. Key steps include:

- **Maximising income by ensuring claimants are receiving all the legacy benefits and premiums they're entitled to before migration.** This is crucial because the higher their legacy benefit award before migration, the higher their transitional element will be – which tops up their UC award so they are not worse off at the point of transfer.
- Reminding claimants of the **deadline for claiming UC** and that if they miss it, they have a **one-month grace period to apply** and will still qualify for transitional protection.
- Encouraging vulnerable residents to complete a **Benefits Safeguarding Alert Form** before they receive a notice. This notifies the DWP of their vulnerabilities or complex needs, which can help secure extra time if needed. The form is available on the [Royal Greenwich website](#).
- Ensuring that claimants are aware of the **sources of support** available to them and to get advice if needed.

If you need advice about a resident you are working with:

- Contact our **Advisers Advice Line on 020 8921 6376** (weekdays during office hours) or email wrs.ce@royalgreenwich.gov.uk
- Signpost those with migration notices and needing specialist support to our **managed migration advice sessions**. The drop-in sessions run every Tuesday from 10am to 12pm in the Woolwich Centre, Wellington Street, Woolwich SE18 6HQ. Claimants must bring their migration notice and are advised to attend from 9.30am onwards to be triaged as the session operates on a first come, first served basis.

DWP to 'Test and Learn' new bank data powers

The Department for Work and Pensions (DWP) plans to take a phased “test and learn” approach to new powers that require banks to share data to help spot benefit fraud.

Once the Public Authorities (Fraud, Error and Recovery) Bill becomes law, DWP will work with a small number of banks for around 12 months before rolling out the process more widely. This will allow improvements to be made early on. Banks will flag limited details, such as account numbers and savings above set limits (for example, over £16,000 for Universal Credit). DWP say they will not receive transaction data, and benefit

decisions will never be made automatically—staff will always review cases.

Safeguards are included in the Bill, including penalties for oversharing data and rules to ensure debt recovery does not cause hardship. DWP expects to issue between 5,000 and 20,000 Direct Deduction Orders each year.

For further information

[See letter dated 11/7/25 from Baroness Sherlock to Viscount Younger...](#)

Universal Credit Update

Automated Claimant Reviews

The DWP has started gradually rolling out Automated Claimant Reviews to replace the annual verification checks that were paused during the COVID-19 pandemic. The review process rollout started on 16 July, with 7,000 cases every two weeks. It will affect most claimants, except in cases where it would be inappropriate.

Claimants who are affected will be asked to complete a “Check and Confirm Your Details” to-do task in their UC account. This shows them a summary of their declared circumstances. They must confirm these are correct or update any changes from the relevant date.

Completing the task accurately will help ensure that UC payments remain accurate and reduce overpayments and errors from unreported changes.

Important – please note: claimants failing to complete the task, risk their payments being suspended and their claim closed.

How claimants will be contacted

- Notification will be sent when the task is added – via UC account, text message, and/or email.
- Reminders will be sent on days 8 and 12.
- A warning advising about payments being stopped will be sent on day 15.

Claimants have until their next payment date (around five weeks) to complete the review.

If you hear from claimants about these reviews, please encourage them to complete the task promptly to avoid payment delays and support them to do so if needed.

The DWP has said it welcomes feedback, which is being gathered through Show & Tell and Insight Gathering workshops in early September. They have confirmed that the “process design will be refined based on analysis and insights drawn from initial cases”.

DWP correcting ESA severe disability premium errors

The DWP has admitted that some people on legacy Employment and Support Allowance (ESA) did not receive the Severe Disability Premium (SDP) they were entitled to.

Although including SDP should be an automatic process where entitlement has been confirmed, errors happened because entitlement requires up-to-date details about a claimant’s circumstances, such as whether anyone else lives in their household. In some cases, this information was not fully captured.

Consequently, the DWP says around 13,000 cases are being reviewed, with £452 million in arrears already paid out. It aims to finish correcting these errors by September 2025, alongside the wider move from ESA to Universal Credit.

However, the DWP also warns that some underpayments may have affected people who no longer have an active ESA claim, and these cases may be harder to identify and put right.

For more details, see the DWP’s 2024/25 annual report on [GOV.UK](https://gov.uk).

Universal Credit and Personal Independence Payment Bill

The Government's Universal Credit Bill—previously called the *Universal Credit (UC) and Personal Independence Payment (PIP) Bill*—completed its passage through Parliament in July. The legislation, which originally aimed to reform both UC and PIP, faced strong criticism from disability rights groups and sparked a Labour rebellion (with 47 MPs voting against it).

The bill passed after key proposals on PIP were removed and the Government introduced last-minute concessions, including a new legal “right to try” protection for disabled people attempting work voluntarily without losing their benefits.

Following its renaming, it was then treated as a Money Bill, meaning that the House of Lords had no power to amend it or prevent it from becoming law. Some peers attempted to express their concerns—including Baroness Sherlock's proposed “regret amendment”—these were ultimately defeated. The Lords passed the bill without further changes on 24 July 2025. It is now awaiting Royal Assent before becoming law.

Key measures affecting Universal Credit

The final version of the bill retains significant changes for new Universal Credit claimants from April 2026:

- Abolition of the LCWRA (Limited Capability for Work Related Activity) element for most new claimants. It will be replaced with a flat-rate “Universal Credit health top-up”, worth around £128.89 per month.
- This top-up will not rise annually with inflation, unlike the existing LCWRA element (currently worth £390.06 per month).
- Existing claimants already receiving LCWRA or who qualify under new “Severe Disability Conditions” or “End of Life” rules will retain the full LCWRA element and will be protected from loss of income.

Update on proposed PIP Reforms

Although the government's proposed PIP reforms were dropped from the [Universal Credit Bill](#), ministers have confirmed that they will move straight to a broader review (often referred to as the Timms review). This review will look at future changes to PIP eligibility, activities and descriptors ([see next page](#)), but no reforms will be introduced

- Claimants moving from Employment and Support Allowance (ESA) to UC will also be protected, depending on their circumstances.

The “right to try” provision aims to allow claimants with health conditions to try returning to work without losing their disability-related UC if the trial fails, helping them explore employment options without financial risk.

Transitional Protection and support

The government has confirmed that transitional protection will apply for existing LCWRA recipients. Those who would otherwise lose out will receive financial top-ups to prevent immediate income drops.

In response to criticism, ministers highlighted a broader package of support, including an increase in the standard Universal Credit allowance (above inflation over the next five years) and employment support schemes targeting disabled people and others out of work.

Despite amendments and concessions, the bill has been met with concern from advocacy groups and some MPs.

The Work and Pensions Committee has urged the government to delay planned cuts to the LCWRA element for new claimants (due April 2026) until an independent assessment of the impact on disabled people is completed. While supporting reform in principle, the Committee warns that halving the LCWRA element (except for those terminally ill or meeting new “severe conditions” criteria) risks pushing thousands into poverty, as highlighted by the government's own analysis. It criticises the lack of prior consultation, calls for further increases to the UC standard allowance, and seeks clarity on conditionality, benefit design, and safeguarding. Recommendations include assessing the effect of a more disability-friendly labour market and reviewing the decision to restrict access until age 22.

until the process is complete and in collaboration with disabled people. The government aims to finish the review by autumn next year.

For more information and latest news, see [DWP Minister Sir Stephen Timms' BBC interview on 1 August](#)

Advice networks call for meaningful involvement

Advice networks and disability charities have welcomed the review but are urging ministers to ensure genuine involvement of disabled people in the process. In an open letter to DWP Minister Sir Stephen Timms, 18 organisations – including Advice UK, Citizens Advice, Carers UK, the Disability Benefits Consortium and Turn2us – warn that engagement must go beyond “tokenistic consultation”.

The letter sets out four steps to build credibility:

- **Broad and balanced representation** – including people with lived experience, unpaid carers, welfare rights advisers and minoritised groups.
- **Evaluation** – monitoring how inclusive the process is, with ongoing feedback.
- **Full transparency** – publishing details of how the review is run and a full summary of the results of engagement and consultation undertaken.

- **Parliamentary scrutiny** – ensuring that MPs are given the chance to debate and vote on the outcome.

Organisations stress that the review is a chance to rebuild trust after previous flawed consultations, and that its success depends on being robust, inclusive and transparent.

Possible reforms under review?

No final decisions have been taken, but ministers have suggested the review will consider:

- Updating or replacing PIP activities and descriptors.
- Offering alternative types of support, such as aids, appliances or services instead of cash.
- Taking a more tailored approach for different conditions and needs.

For further detail, see [Co-Production and the PIP Review: Joint Open Letter to the Minister](#) and [Timms Review – Terms of Reference](#).

Winter Fuel Payments 2025-26 – government u-turn extends eligibility to pensioners with up to £35,000

On 9 June 2025, Chancellor Rachel Reeves announced a major U-turn on Winter Fuel Payments — reversing the previous decision to limit eligibility starting from last winter to pensioners receiving Pension Credit, Universal Credit, Income Support, income-based Jobseeker’s Allowance or income-related Employment and Support Allowance.

Under the new plan from winter 2025/26, pensioners born before 22 September 1959 will receive:

- the full payment (between £100–£300) if taxable income is under £35,000.
- the full payment upfront if taxable income is over £35,000 (and they are not on Pension Credit), but it will be automatically clawed back via the tax system. Pensioners can [opt out](#) of getting the Winter Fuel Payment if they do not want to receive it.

Claimants receiving Pension Credit continue to get the full payment regardless of income.

Eligible claimants will receive a letter in October or November confirming how much they will get. It will be paid automatically in November or December 2025.

The government estimates that the changes will cost around £800 million a year – a saving of £450 million a year, compared to the previous universal payments system.

Although the partial u-turn is welcome, it’s important to note that:

- the income threshold has created a cliff edge – meaning that pensioners earning just over £35,000 will lose support.
- For pensioners earning over £35,000 - clawback through payroll or tax returns adds complexity.
- The surge in Pension Credit claims triggered by the July 2024 policy may well continue.

The Work and Pensions Committee has highlighted the importance of welfare rights advice and says the government should step up efforts to encourage Pension Credit take-up and explore ways to mitigate the sharp cut-off in support it creates.

Our advice?

If you are working with pension age residents, it’s important to maximise their income to ensure they

don't miss out on a payment in 2025/26. We encourage you to:

- review client incomes – especially if it's near the £35,000 threshold.
- check Pension Credit entitlement and encourage claims particularly if close to the threshold to avoid clawback and provide access to other linked benefits.

For more details, see the Winter Fuel Payment page on [GOV.UK](https://gov.uk).

Note there are other sources of help with heating bills, such as [Cold Weather Payments](#), [Warm Home Discounts](#) and help from the [Household Support Fund](#). Visit the [Greenwich Supports](#) pages for details of other sources of help.

Household Support Fund and Discretionary Housing Payment changes

On 11 June, the government confirmed that two key sources of local financial support—the **Household Support Fund (HSF)**¹ and **Discretionary Housing Payments (DHPs)**²—will be replaced by a new **Crisis and Resilience Fund** from 1 April 2026.

This change was announced in the Spending Review 2025, with a budget of £1 billion per year allocated until 2028/2029.

What's changing?

- Both HSF and DHPs will be merged into the new Crisis and Resilience Fund, which will be delivered by local councils.
- The government has committed to this funding annually until 2028/2029, which is a longer-term settlement than previous short-term extensions to the HSF.
- The new fund is intended to support households during financial crises and provide some level of preventative help.

Previously, Councils have had very short notice about whether HSF funding would continue, making it difficult to plan or develop long-term support. This has been criticised in research and by local authorities. The new funding model offers more certainty over the next few years.

However, there's no clear indication yet of how the money will be allocated, what discretion councils will have, or whether access criteria will change. The new Fund may therefore lead to changes in how emergency and short-term support is delivered. Although this multi-year funding offers some stability, it is unclear whether it will be sufficient to meet demand, or will improve access or outcomes for those most in need.

Keep an eye on the [Greenwich Supports](#) section of the Royal Borough of Greenwich website for updates and details on how the new fund will be rolled out.

Other key spending announcements from the Spending Review 2025

- **Social care:** An increase of £4 billion in funding for adult social care by 2028/2029.
- **Employment support:** DWP funding to support sick and disabled people back into work will rise to £400 million in 2028/2029.
- **DWP efficiency targets:** DWP will be expected to cut costs by at least 5%, including closing offices and co-locating with other services.
- **Asylum system:** £200 million is allocated to reduce the asylum backlog and phase out the use of asylum hotels.
- **Social housing rents:** A new 10-year rent policy will begin in 2026, allowing rent increases of CPI + 1%.
- **Homelessness:** £100 million will be invested in early intervention to prevent homelessness, alongside continued funding for tackling rough sleeping.

¹ **Household Support Fund (HSF):** A short-term fund used by local authorities to support residents struggling with essentials like food, fuel, and bills—particularly during winter or school holidays.

² **Discretionary Housing Payments (DHPs):** Payments made by councils (outside Housing Benefit and Universal Credit) to help cover rent shortfalls, often used when Housing Benefit or Universal Credit doesn't meet full housing costs.

Extra help for residents struggling to pay their council tax

Due to financial pressures, like most local authorities throughout the country, Greenwich council has made changes to the Council Tax Support Scheme to reduce expenditure and help set a balanced budget.

As a result, the amount of support offered to working age households by Greenwich's Council Tax Support Scheme (CTS) reduced from 1 April 2025. The maximum level of support has changed from 100% to 80%, so everyone of working age must pay at least 20% of their council tax bill and may also be impacted by the other changes described below.

For people in work, more of their income is taken into account when calculating their CTS entitlement. The rules have also changed for other adults living in the household (non-dependents) who may be asked to contribute more, depending on the circumstances.

The Council has created a discretionary hardship fund using funds provided by the Greater London Authority and Household Support Fund. This **Council Tax Hardship Fund** aims to provide extra financial support to assist residents who are experiencing financial hardship caused by changes to their council tax liability, combined cost of living pressures, low-incomes, low financial resilience and at risk of enforcement.

The council would like as many vulnerable and low-income households in Greenwich as possible to get help from the scheme so please encourage your clients to apply if needed.

When applying, residents will need to explain their circumstances in as much detail as possible. For example, if they have physical or mental ill health, a learning disability, caring responsibilities, or are on means-tested benefits. These are just examples, claimants in other circumstances may also get this help.

Claimants can apply using this online form on the Royal Greenwich website:

<http://www.royalgreenwich.gov.uk/xfp/form/899>

The form is easy to complete and may result in your client receiving extra help to meet their 2025/2026 bill.

Please note: the online form cannot be saved as you go along, but a pdf version is available to download [here](#) if needed.

Anyone applying for a hardship payment will be considered for:

- a **Discretionary Housing Payment** which provides extra help with rent payments outside the Housing Benefit and Universal Credit systems.
- longer-term advice and support from the council's **Money Advice Team** which is part of the Welfare Rights Service.

Useful links

Greenwich Supports - is a council initiative to prevent poverty and hardship by providing practical support, advice and guidance. Visit the [Greenwich Supports](#) pages for helpful information and resources for residents facing financial difficulties, health challenges (both physical and mental health) and other issues.

Supporting families with children

Free school meals extended to all children in Universal Credit households from September 2026

On 4 June, the government announced that free school meals will be extended to all children in Universal Credit (UC) households regardless of income from September 2026. Since 2018, eligibility has been limited to households with income below £7,400 a year– leaving many families outside the scope of support. This welcome change builds on the existing Universal Infant Free School Meals programme and means that all households receiving UC above the current cap will qualify for support.

The government says the new criteria will extend eligibility to over half a million more school children and save households up to £500 per child per year in lunch costs and lift over 100,000 children out of poverty by the end of this Parliament. The government hopes that enabling children to access nutritious lunches will boost educational outcomes by supporting learning, concentration, behaviour and attainment.

This major change to free school meals is part of wider government efforts to tackle child poverty and support families struggling with the cost of living. It comes ahead of the Child Poverty Taskforce publishing its 10-year strategy to “drive sustainable change” later this year. And comes on top of other actions to support hardest hit families such as raising the national minimum wage, uprating benefits, easing debt repayments for families on Universal Credit and expanding free breakfast clubs.

How to apply

The council is making it easier for families to get free school meals if they're entitled to ensure they don't miss out on this support.

The council has matched school census data with Housing Benefit and Universal Credit records to identify children who appear eligible but are not yet claiming free school meals. A letter went out to qualifying parents and carers in these households on 15 August. Some families will be signed up automatically, while others will need to apply.

- **If the letter says they'll be enrolled automatically** – no action is necessary unless the parent/carers want to opt out, which they can do by emailing Cost-of-Living@royalgreenwich.gov.uk by 5 September.
- **If the letter says a claim is needed** – the parent/carers will need to follow the instructions to apply through the child's school or the Pupil Benefits Service.

This initiative is in line with approaches taken by other councils and is designed to prevent children missing out on vital support due to lack of awareness or administrative barriers. If you have any questions, please email Cost-of-Living@royalgreenwich.gov.uk

Useful links

- [4 June 2025 Press release – Over half a million more children to get free school meals – 4 June 2025](#)
- [Blog The Education Hub - Expanding free school meals: what parents need to know](#)

Continued...

Greenwich free school meal payments

Royal Greenwich is continuing to provide targeted free school meal payments to families with children receiving free school meals. This summer's payments, worth £50 per child were funded by the Household Support Fund and paid in July to families with qualifying child/ren who:

- received means-tested [free school meals](#) during the last school year.
- had children under 5 attending [Royal Greenwich children's centres](#) or childcare settings and family was on a low income.

Eligible parents who have not already received a payment code to claim their money should email wintergrantpayment@royalgreenwich.gov.uk providing their child's/children's name, date of birth, name of school they are attending and their contact details. This will enable the council to undertake a security check on their individual code and get back to them.

For the 2025/26 academic year, the scheme will be changing. Payments for every school holiday will stop. Instead a single payment of £50 per child will be issued for the Christmas holiday. Although the council is aware of the importance of the payments to families, a 12% cut to HSF funding has forced the change to maintain the scheme's sustainability.

Payments will also be made to Royal Greenwich care-leavers, vulnerable households with no recourse to public funds and to Greenwich residents placed in temporary hotel accommodation. Visit the [Household Support Fund](#) page for further information.

Help with childcare costs

Childcare costs can place a significant strain on family budgets. Here is a quick snapshot of the main sources of help available:

- the childcare costs element in Universal Credit (UC), Housing Benefit and Council Tax Support. The UC childcare costs element is 1031.88 per month for one child and £1768.94 per month for two or more children. Parents on UC can also receive childcare support upfront for the first month when moving into work or increasing their hours.
- [free early years childcare for under 5s](#);
- [Tax Free Childcare](#).

Help with childcare is a complicated area because each scheme has different rules and processes. Parents will need to get advice about which scheme is best for them, because some of them (such as Universal Credit and Tax-Free Childcare) cannot be used in combination with others and applying for help through one scheme can stop support provided through another. The Money Helper website summarises the various forms of help available:

www.moneyhelper.org.uk/en/family-and-care/becoming-a-parent/help-with-childcare-costs.

Useful links

- Royal Greenwich website – visit www.royalgreenwich.gov.uk/free-early-learning or contact the [Families Information Service](#) (020 8921 6921 or email fis@royalgreenwich.gov.uk) for more information about free early years childcare and other sources of support with childcare costs.
- Low Incomes Tax Reform Group - www.litr.org.uk/tax-guides/childcare

Welfare Rights Service Spring Training Programme

We're currently finalising our Autumn training programme, running up to January 2026. It will feature our usual popular courses, such as Introduction to Benefits, and a range of Universal Credit courses. The full programme will be shared in early September, with bookings available via the [Learning Hub Royal Greenwich](#). You will be able to view the full programme [here](#) once available.

Our courses are free to Greenwich Council staff, Health Service staff and to local community

groups/voluntary sector advice services who work with Greenwich residents. Please [email us](#) if you work for a voluntary sector/community organisation and would like to check if you are on our list for free training or would like to be added to the list.

Please note that while many courses are free, there is a charge if you do not attend or leave early. Be sure to review the terms and conditions before booking.

Welfare Rights Service emails

Signing up to our mailing list ensures you receive regular training updates and benefits-related information from the Welfare Rights Service. If you would like to join, just email [wrs.training@royalgreenwich](mailto:wrs.training@royalgreenwich.gov.uk), using '**Mailing List**' as the subject heading, and include your **name, organisation, and email address** in the body of the email. Your information is confidential and will never be shared with a third party.

If you're already signed up, we would also ask you to confirm your details (if you haven't already), and keep us updated on any changes to ensure our records remain accurate.

Reminder: if you receive updates on behalf of your organisation, please do share it with your colleagues.

Remember to call our [advice line for advisers and staff](#) (020 8921 6376) if you need advice about a resident or family you are working with.

Next issue: October 2025

Royal Greenwich Welfare Rights Service produces '*Benefit Matters*'. If you would like to contribute in any way, please email Sandra Pierre (sandra.pierre@royalgreenwich.gov.uk)



Welfare Rights Service

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