



# CALL TO ACTION!

**£120 million  
of unclaimed  
benefits  
in Islington**

A call to  
action for all  
Islington VCFSE  
organisations

**Recent research estimates there is £120 million in unclaimed benefits in Islington, with over 34,000 Islington households missing out on vital support that could make a real difference to their quality of life.**

## **This is a call to action for all Islington VCFSE organisations.**

Help us to ensure that the residents and communities we support are claiming all the support to which they are entitled. There are too many Islington households living in poverty. Helping to increase take up of benefits can help move people out of poverty.

## **What benefits are people missing out on in Islington?**

Centrally administered benefits		Locally administered support		Social tariffs and energy support	
Support	Estimated £ unclaimed	Support	Estimated £ unclaimed	Support	Estimated £ unclaimed
Universal Credit	£58m	Council Tax Support	£16m	Water	£2.6m
Pension Credit	£9.5m	Housing Benefit for pensioners	£9.4m	Broadband	£6.9m
Carers Allowance	£8.9m	Free School Meal	£251,000	Warm Homes Discount	£3.6m
Child Benefit	£3.7m	Healthy Start	£263,000	TV Licences	£201,000

This does not include disability benefits e.g. Personal Independence Payment or Disability Living Allowance for Children so the £120m unclaimed benefits is likely to be even higher.

## **What are the barriers?**

- Lack of awareness assuming they will not be eligible
- Complexity of the system and with making claims
- Concern about whether claiming a benefit will impact income or housing
- Language and digital barriers
- Lack of trust and negative perceptions of public sector bodies
- Feeling guilty or not wanting to cause trouble
- Stigma or shame – people want to manage on their own

## How can your organisation help?

As a local VCFSE organisation, you will have gained the trust of the residents and communities you serve and will be able to engage with those who are not aware of or unwilling to access support.

### You can play a vital role by:

- Raising awareness of benefits and other support
- Helping people to check if they may be eligible for support by using the Benefits Calculator [www.islington.gov.uk/benefits-and-support/benefits-calculator](http://www.islington.gov.uk/benefits-and-support/benefits-calculator)
- Helping people to access advice and support e.g. looking at information online or signposting / referring to local advice and support.

## Where to get further information and advice

### Online information and support

A number of national charities and organisations provide information on benefits and financial support on their websites. Some also have a Telephone Helpline, Email address or Chat function if you want to talk to someone.

<b>National Citizens Advice</b> Advice on a wide range of issues including benefits and debt	<a href="http://www.citizensadvice.org.uk/benefits">www.citizensadvice.org.uk/benefits</a> Advice Line: 0800 144 8848 Text relay: 18001 then 0800 144 8444
<b>Money Helper</b> Free money and pensions guidance	<a href="http://www.moneyhelper.org.uk">www.moneyhelper.org.uk</a> Tel: 0800 138 1677 or Text relay: 18001 then 0800 915 4622
<b>Age UK</b> Support for older people and their families/carers	<a href="http://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements">www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements</a> Advice Line: 0800 678 1602
<b>Carers UK</b> Advice and support for carers	<a href="http://www.carersuk.org/help-and-advice/financial-support">www.carersuk.org/help-and-advice/financial-support</a> Email Helpline: advice@carersuk.org Helpline: 0808 808 7777
<b>Gingerbread</b> Support for single parents and their children	<a href="http://www.gingerbread.org.uk">www.gingerbread.org.uk</a>
<b>MacMillan Cancer Support</b> Support for people who have been diagnosed with cancer or their loved ones	<a href="http://www.macmillan.org.uk/cancer-information-and-support/impacts-of-cancer/benefits-and-financial-support">www.macmillan.org.uk/cancer-information-and-support/impacts-of-cancer/benefits-and-financial-support</a> Support Line: 0808 808 00 00
<b>MIND</b> Support for people with mental health problems	<a href="http://www.mind.org.uk/information-support/tips-for-everyday-living/money-and-mental-health/claiming-benefits">www.mind.org.uk/information-support/tips-for-everyday-living/money-and-mental-health/claiming-benefits</a> Welfare Benefits Helpline: 0300 222 5782
<b>Scope</b> Support and advice for disabled people	<a href="http://www.scope.org.uk/advice-and-support">www.scope.org.uk/advice-and-support</a> Helpline: 0808 800 3333 Email: helpline@scope.org.uk Textphone: dial 18001 then 0808 800 3333

## Local support

You can signpost or refer Islington residents to local support:

<b>Income Maximisation Team (IMAX)</b> Islington Council	Tel: 020 7527 8222 Email: <a href="mailto:Claimit@islington.gov.uk">Claimit@islington.gov.uk</a>
<b>Local Citizens Advice Islington</b>	<a href="http://www.islingtoncab.org">www.islingtoncab.org</a> Adviceline: 0808 278 7836
<b>Islington Law Centre</b>	<a href="http://www.islingtonlaw.org.uk">www.islingtonlaw.org.uk</a> Tel: 020 7288 7630
<b>Islington People's Rights</b>	<a href="http://www.iprAdvice.org.uk">www.iprAdvice.org.uk</a> Advice Line: 020 7561 3685
<b>Islington BAMER Advice Alliance</b>	<a href="http://www.ibaa.org.uk">www.ibaa.org.uk</a> Tel: 020 3941 2787 • Email: <a href="mailto:contact@ibaa.org.uk">contact@ibaa.org.uk</a>
<b>Help on Your Doorstep</b>	<a href="http://www.helponyourdoorstep.com">www.helponyourdoorstep.com</a> Tel: 020 3931 6080 • Email: <a href="mailto:connect@helponyourdoorstep.com">connect@helponyourdoorstep.com</a>
<b>Manor Gardens Welfare Trust</b> Offers support in 10 community languages	<a href="http://www.manorgardenscentre.org">www.manorgardenscentre.org</a> Tel: 07483 149 519 Email: <a href="mailto:MGassistance@manorgardenscentre.org">MGassistance@manorgardenscentre.org</a>
<b>LDN London</b> Learning Disability Network	<a href="http://www.ldnlondon.org/find-support/islington-sendiass-services">www.ldnlondon.org/find-support/islington-sendiass-services</a> Tel: 020 3031 6651 • Email: <a href="mailto:islingtonSENDIASS@ldnlondon.org">islingtonSENDIASS@ldnlondon.org</a>
<b>Age UK Islington</b>	<a href="http://www.ageuk.org.uk/islington/">www.ageuk.org.uk/islington/</a> Tel: 0207 281 6018 • Email: <a href="mailto:gethelp@ageukislington.org.uk">gethelp@ageukislington.org.uk</a>
<b>Access Islington Hubs</b> Islington Council	<a href="http://www.islington.gov.uk/contact-us/our-offices/access-islington-hubs">www.islington.gov.uk/contact-us/our-offices/access-islington-hubs</a> Tel: 020 7527 8222 • Email: <a href="mailto:heretohelp@islington.gov.uk">heretohelp@islington.gov.uk</a>
<b>Islington Working</b>	<a href="http://www.islington.gov.uk/jobs-and-careers/support-finding-work">www.islington.gov.uk/jobs-and-careers/support-finding-work</a> Tel: 020 7527 2706 • Email: <a href="mailto:IslingtonWorking@islington.gov.uk">IslingtonWorking@islington.gov.uk</a>

