

## New guidance from DWP on:

Sure Start Maternity Grant claims  
Video Relay Service (VRS) rollout

### Sure Start Maternity Grant

The current claims process for a Sure Start Maternity Grant (SSMG) requires the applicant to complete a claim form (SF100) and return it to the Department. They must also get a health professional to complete part of the claim form before they return it.

If applicants are unable to see their doctor or midwife but they have a MATB1, this will be accepted instead. This should be sent with the completed SSMG claim form. If the applicant does not have a MATB1, they should return the completed claim form anyway and they will be contacted by phone when the application is being processed.

Applicants can print a SSMG claim (SF100) form from gov.uk. Search for 'Sure Start Maternity Grant'.

Completed forms should be posted to "Freepost DWP SSMG". You do not need a postcode or stamp. Completed forms should **not** be taken to a Jobcentre as it may be closed.

Claims for a Sure Start Maternity Grant cannot be processed without a completed claim form. If applicants cannot leave the house to post a form because they are self-isolating/shielding, applications will still be accepted if the form is received after the deadline. Applicants must make a note on the claim form that they were self-isolating/shielding due to the coronavirus and post it back to us as soon as they are able to.

Anyone who needs a claim form but does not have access to a printer should **call the Sure Start Maternity Grant helpline on 0800 169 0140 to request a claim form and one will be posted out.**

### Video Relay Service (VRS) rollout

From Monday 20 April we are extending the availability of VRS to customers claiming Universal Credit. Over the coming months we will further extend VRS into all DWP services. VRS is already available for BSL users who claim DWP disability benefits as well as Access to Work.

VRS enables British Sign Language (BSL) users to contact DWP via a BSL interpreter. The customer uses a video link accessed through their own computer, smartphone or tablet. The interpreter will then speak to a DWP agent relaying the conversation by phone. There is no need for anyone to be in the same location and the customer does not have to book the service in advance.

This means that the customer and DWP agent can have a telephone conversation in real time.

## **Video Relay Services (VRS) FAQs**

### **How do I access this service?**

You can access VRS via your smart phone, tablet or Computer.

Go to GOV.UK and access information for the benefit you wish to contact DWP about. An instruction video will tell you more about using VRS, this video is on Youtube channel dwpsign. A direct link to VRS on GOV.UK will connect you to a BSL interpreter.

You can also access VRS via the [SignVideo website](#), or [download their free app](#) to your device.

### **What kind of smartphone or tablet do I need to access the service?**

You need an Apple or Android phone or tablet. VRS is currently not available for Blackberry or Windows phones. Your phone or tablet has to be able to access the internet. You need a front facing camera. This is so you can see the interpreter on screen and they can see you.

### **What standard of connection do I need?**

You need a reliable broadband connection if you are using a PC, Mac or laptop. It may be better to have a cable connection rather than using your Wi-Fi (but Wi-Fi should still work). If you are using a smartphone/tablet, then this should still work using 3G or 4G with a good signal.

### **When I've accessed the service, what happens next?**

You will connect to an interpreter via video link. The interpreter will telephone the service you want to call. They will relay the conversation between you and the DWP agent.

### **Do I need to have the DWP telephone number for you to call?**

No, SignVideo have the relevant contact details within their directory.

### **When is VRS available?**

VRS covers DWP opening hours.

### **See also**

New [DWP web page](#) and info for those who have difficulty with:

- using the phone (advice on relay UK, Textphone, Video Relay Service for BSL, alternatives to the phone including a link to 'home visits')
- using a computer,
- reading letters or filling in forms,
- attending face to face meetings
- managing you own affairs

And how to complain