

. How The Claiming Process Works

- ◆ Begins online or by telephone (this is the date of claim and the date you will be paid from)
- ◆ www.gov.uk/apply-universalcredit
- ◆ Telephone 0800 328 9344
- ◆ Takes 40 mins to complete
- ◆ When claim is submitted Claimant will receive an email or text to invite them to the Jobcentre
- ◆ At the interview the Claimant must agree to the 'Claimant Commitment'
- ◆ First payment will be 1 month and 7 days from the date of claim
- ◆ This is called the Assessment Period

2. What Information You Need To Make The Application.

- ◆ Post Code
- ◆ Email Address
- ◆ Telephone Number
- ◆ National Insurance Number
- ◆ Details of bank
- ◆ Tenancy Agreement
- ◆ Details of income, savings or benefits
- ◆ Household composition and their income, savings and benefits

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3. At The Initial Application

- ◆ Enter Your Post Code
- ◆ This will Identify your Job Centre
- ◆ Enter Name
- ◆ Enter email address or mobile and you will receive a password from DWP
- ◆ Enter your Password
- ◆ Enter Your City
- ◆ Enter your 1st holiday
- ◆ Now complete all relevant sections

4. What To Take With You To The Universal Credit Interview

- ◆ After your application is submitted, you will receive an interview date.
- ◆ Photo ID
- ◆ 2 forms of official ID
- ◆ Proof of housing costs
- ◆ Proof of earnings
- ◆ Job Coach will explain how to use your Journal

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5. Alternative Payment Arrangement (APA)

- ◆ Claimant can request an APA during their claim
DWP work Coach can identify the need for an APA
- ◆ Landlord can also request managed payment one month into the claim
- ◆ Or when arrears equal 2 months or continually underpaid

6. What Is Natural Migration and How It Will Affect You

- ◆ On the introduction of Full Service Universal Credit in most cases it will not be possible to make a claim to Legacy Benefits
- ◆ Client will continue to get level of income they received in Legacy Benefits where circs have changed: new child
- ◆ Claimants will be protected with Transitional Protection

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7. What Is Managed Migration And How It Will Affect You

- ◆ DWP will contact Claimants and advise them their current benefits are ending and will need to claim UC
- ◆ A period of one month will be given, however, it can be extended to 3 months
- ◆ If the claimant fails to make the claim within one month, Legacy benefits will be terminated.
- ◆ If a claim ends for more than 3 months Transitional Protection ends

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8. Getting Paid

- ◆ It will be paid monthly at end of the 'Assessment Period'
- ◆ Paid into the Bank Account
- ◆ Alternative Payment Arrangements where Housing Elements is paid directly to Landlord
- ◆ It is important to record your 'Assessment Period' and share this with your Housing Association to enable the Housing Officer to keep track of your rent payments

9. Short Term advance

- ◆ To ease hardship until the 1st payment (1 month and 7 days). This is a loan and must be repaid over 12 months & clawed back at 40% of benefit
- ◆ Must be able to show hardship
- ◆ Telephone 08003289344

Note: Only when you make contact with DWP Online or phone-line will that be the 1st date of your claim and payment

Universal Credit Helpline: 0800 328 5644

**If you need help with Universal Credit
Contact: Paul Harrison the Welfare Benefits Officer.**

