

Universal Credit Help File for Claimants

Universal Credit replaces the following in-and-out of work benefits for working-age applicants:

- Jobseeker's Allowance (JSA)
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Employment and Support Allowance
- Income Support

Please Note:

- You don't need an email address for Universal Credit but you do for Job Seeker's Allowance (JSA).
- It should take 20 – 40 minutes to complete the application if you have the correct information to hand.
- Library staff **CAN**:
 - Point claimants towards helpful resources (resources are over the page).
- Library staff **CANNOT**:
 - Handle eligibility documents or complete applications for claimants.
 - Help or advise claimants on how to complete their claims.

Universal Credit Homepage

www.gov.uk/universalcredit

Click on:

How to Claim

Note: Claims will not be processed if the required information is not complete.

The image right shows what you may need:



Making a Universal Credit claim

To make a claim online you'll need to have some information to hand. This can include:

Your personal information

National Insurance number



Your email address

Your phone number



Your housing information

Your address



Your landlord's address



How much rent you are paying



Your financial information

Your bank account details



Details of any savings you have



Any salary or other income



Go to www.gov.uk/universalcredit to make a claim. This needs to be done in one sitting so please have this information with you when you begin your claim.



Universal Credit Help File for Claimants

Additional Information

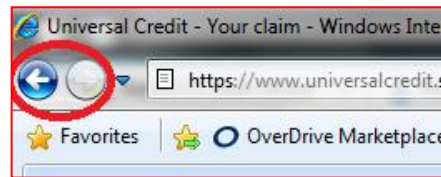
Universal Credit went live for new St. Helens claimants in 2014.

There are 4 steps to making a claim:

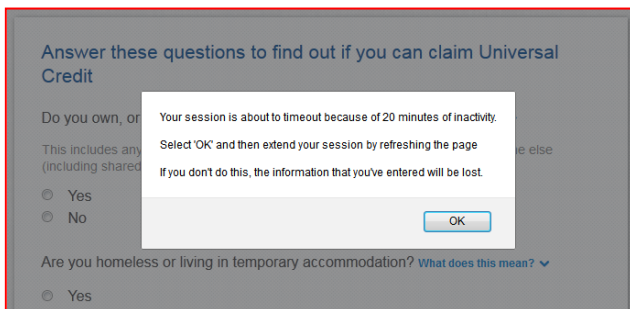
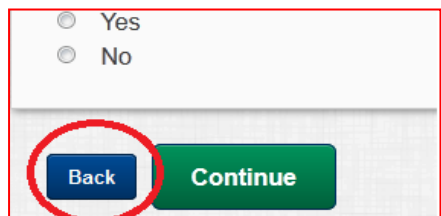
1. Claimants complete the form
2. Claimants are invited to a meeting with the relevant authority to go through the detail on the claim form.
3. A decision will be made in light of the meeting's outcome.
4. Payments are made monthly in arrears, the 1st payment will arrive 1 month and 7 days after the decision is made

If there is any change in your circumstances,
claimants must inform the Department for Work and Pensions

When completing the form please note:
The browser's **'back-button'** should not be used
(or you will lose data already entered).



However the **back button** contained within
the claim form itself can be used.



Once you have started completing the form it
will time-out after 20 minutes of inactivity on
the website

Universal Credit Online Resources

Universal Credit Homepage - www.gov.uk/universalcredit

Universal Credit application form - www.gov.uk/apply-universal-credit

St. Helens Council Universal Credit support page www.sthelens.gov.uk/universalcredit